

2000

# Washington State Medicaid

Client Satisfaction  
Survey Results



*Washington State*  
Department of Social  
& Health Services

**2000 Washington Consumer Assessment of Health Plans (CAHPS) survey.**  
To request a copy of this report, please call 360-725-1622 or e-mail a request to [mcanibj@dshs.wa.gov](mailto:mcanibj@dshs.wa.gov)

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- PRO-West coordinated with DataStat, Inc., a survey research organization located in Ann Arbor, Michigan, to collect the mail and telephone survey responses.

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- Foundation for Accountability (FACCT) coordinated with MAA in a special pilot study funded by The David and Lucile Packard Foundation and The Robert Wood Johnson Foundation to develop the methods to measure children with chronic or special health care needs.

Sincerely,

Alice Lind, Manager, Quality Management

Becky McAninch-Dake, CAHPS Coordinator





This report is designed to enable health plans, the Medical Assistance Administration (MAA), and other organizations to monitor and evaluate the performance of Medicaid Healthy Options managed care and Fee-for-Service (FFS) programs in Washington State. Assessments were based on health care services and experiences of children enrolled in Healthy Options and children receiving Medicaid FFS and Supplemental Security Income (SSI) benefits. This report describes the background of the Medicaid Consumer Assessment of Health Plan (CAHPS) survey, the goals of the project, and how survey results may be interpreted by consumers, health plans, and other stakeholders.

## Project Background

The CAHPS survey tools were developed under cooperative agreements among Harvard Medical School, the RAND Institute, the Research Triangle Institute, and the Agency for Healthcare Research and Quality. A version of CAHPS has been implemented in Washington State by MAA for four years. In CAHPS surveys, respondents provide information about their experiences with and evaluations of various aspects of medical care, including:

- Getting care that is needed
- Getting care without long waits
- How well doctors communicate
- Courtesy, respect, and helpfulness of office staff
- Health plan customer service and paperwork
- Overall satisfaction ratings

This year, new questions were added to the survey tool under a study agreement between MAA and the Foundation for Accountability (FACCT). Questions were designed to learn about the experiences and evaluation of health care services of children with chronic or special health needs (who often need extra medical care or special services). The methods related to these measures in this pilot study were provided by the Child and Adolescent Health Measurement Initiative (CAHMI), a national collaboration on child and teen health care quality. Screener questions were used to identify children with special health care needs. The screener questions for the children with special health care needs underwent extensive review and were field-tested in a variety of health plan surveys. Validity checks were done using a variety of methods including medical chart review and comparison studies. (For further details request “Detailed Methodology.”) Questions relating to these measures included:

- Getting prescription medicines
- Getting specialized services
- Getting family support
- Coordination of care

A copy of the survey instrument is available by calling Becky McAninch-Dake, CAHPS Coordinator at (360) 725-1622, or by sending an e-mail request to [mcanibj@dshs.wa.gov](mailto:mcanibj@dshs.wa.gov). Trend data over the past four years is also available from Ms. McAninch-Dake.

## Project Goals

The primary goal of the Medicaid CAHPS project is to provide timely information to clients to assist them in choosing their health plan. This information was collected through mail and telephone surveys that assessed clients' experiences with the health care and services they received through the Healthy Options and FFS programs.

An additional goal has been the refinement of methods for sharing CAHPS survey results with clients to assist them in selecting a health care plan. This year additional information from the FACCT pilot study is provided about the experience of clients with chronic or special health care needs.



# How to Use This Report

This report is designed to allow health plans and other stakeholders to identify key opportunities to improve clients' health care experiences. For this reason, the report focuses on comparisons of health plan performance with other health plans across the state. While there were nine Healthy Options plans in the year 2000, this report includes data from only the seven plans participating in 2001. For this year's results, each health plan can compare their own results to the aggregate information from these seven Healthy Options managed care plans in Washington State. The report also includes results for FFS clients who have SSI. Because no other FFS programs are contained in this report, there are no aggregate comparison data. Results for both group composites and individual questions are displayed in graphic format.

## Composites

Because the survey covers many topics, comprehensive reporting that includes results for each question may be overwhelming to readers. To keep reporting comprehensive, yet easily understood, the national CAHPS consortium developed and tested groupings of related questionnaire items that were used to report most of the survey results. These groupings are referred to as composites. Results for these composites can be more useful to readers than results for each question. Testing during the development of the CAHPS products showed that consumers found these composites easy to understand and were satisfied with the level of detail.

## Statistical Significance

The bar graphs represent unadjusted percentages of responses for all questions contributing to the composite for each health plan as well as a summary of the seven health plans. For Healthy Options plans, the case-mix adjusted mean of the categories of responses was computed for the individual plans as well as for the seven-plan aggregate. These adjusted means were compared to determine statistically significant differences. P-values less than or equal to 0.05 were considered significant. The comparison group on all graphs depicts frequency distributions for survey data aggregated for the seven plans.

Stars were assigned to each health plan's case-mix adjusted mean to indicate whether the plan's performance is significantly better or worse than the statewide mean for the seven Healthy Options plans. Plans with means that are statistically better than the statewide mean are noted with three stars. Plans with means that are statistically worse than the statewide mean are noted with one star. Plans with means not statistically different from the overall mean are noted with two stars. All survey results are weighted to account for sampling methodology.

For FFS clients, bar graphs of percentages are not case-mix adjusted. Stars are not presented because there is no comparison group for this program. Survey results are weighted to account for sampling methodology.

## Case-Mix

As described above, the stars represent relative ratings of the overall mean for the seven Healthy Options plans. Because case-mix may result in differences in ratings between plans that are not due to differences in quality, the overall means are case-mix adjusted so that plans are more comparable. (For further explanation, see "Analysis" section.)

# Type of Presentations in This Report



Survey results are presented in several formats in order to help the reader prioritize among the issues respondents raised in the survey. In addition, the report is organized so that it meets the needs of several different audiences. The Executive Summary will appeal to those interested in high-level summary data, while the remainder of the report presents more detail. The following types of presentations are included in this report:

## Summary Tables

Three tables in the Executive Summary provide a quick look at how Healthy Options plans compare to the statewide aggregate of the seven plans on each of the five composites and four overall satisfaction rating measures for the core CAHPS questions. These core questions are presented for the general Medicaid-eligible population of all children 13 years old and younger, and for children with special health care needs. Also presented are the four composites specific to children with special health care needs. The stars illustrate statistically significant differences from the aggregate mean of the seven health plans.

An additional table shows a quick summary of survey responses for FFS clients who met the special health care needs criteria. The table includes each of the five composites and four overall satisfaction rating measures for the core CAHPS questions and the four additional composites related to children with special health care needs. Because there is no comparison group, only percentages for the composite responses are presented.

## Bar Graphs

A series of bar graphs present composite and individual question-level results for all questions for which Never/Sometimes/Usually/Always, or A Big Problem/A Small Problem/Not A Problem responses were possible. Some survey items have a 0-10 rating scale as response options. These items are recoded into three categories, so that the formats of the data entered into the significance tests are consistent across all questions.

Graphic displays in this report provide comparative data for individual health plans and aggregated results for the seven plans. Because of limited space, please note that bars with neither a number nor a % sign had less than a 6 percent response in that category. Plans with fewer than 85 responses for a single survey item were not included in the statistical tests and, thus, do not receive a bar. However, individual questions that have fewer than 85 responses are included in the calculation of the composites.

The bar graphs and the stars in this report may sometimes seem inconsistent. For example, a bar graph may show similar results for two health plans, but one plan may receive a higher rating. This situation can occur because one plan may have a smaller number of responses and requires a larger difference to the comparison mean to yield a statistically significant difference. Also, case mix adjustments (see “Case Mix”) are taken into account when computing stars, but not bar graphs.

## How This Report Shows Survey Results

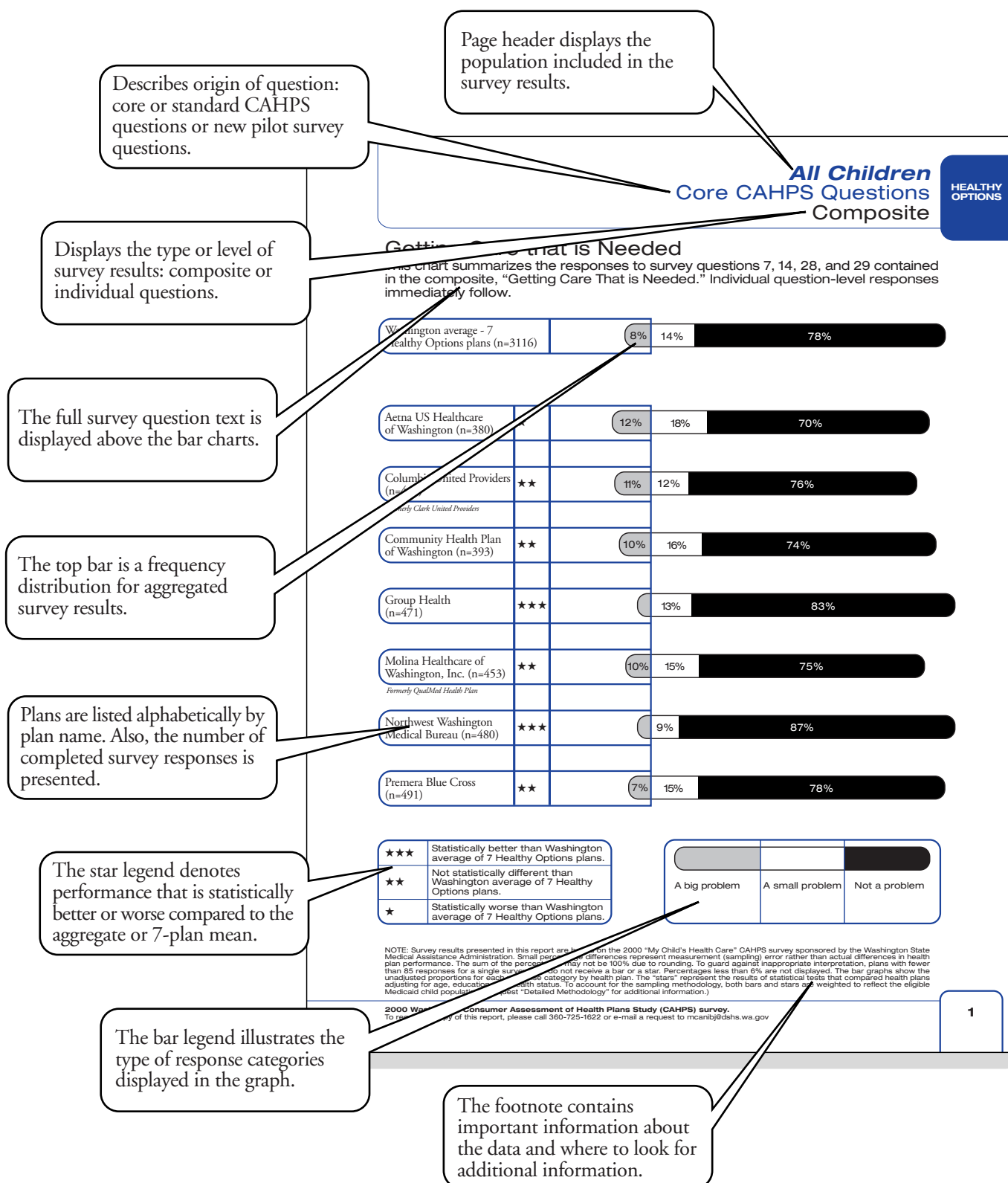
This report presents data in separate sections for Healthy Options (blue tabs) and FFS (green tabs) respondents. For Healthy Options plans, results are presented for two study populations: (1) all eligible Medicaid children 13 years old and younger, (2) a subset of eligible Medicaid children with chronic or special health care needs who met criteria based on survey questions. The FFS section includes children who are not in foster care. Because the FFS children we sampled included only clients with SSI benefits, most met the criteria for children with special health care needs. For this reason, data results in this section are presented only for children who have chronic or special health care needs. In each section more detail of the composite measures and individual questions that make up that composite is provided. The results of each composite are presented in a bar graph along with the frequency of the unadjusted responses for each of the seven health plans participating in 2001 and the aggregate of the seven plans. The results of the comparison of case-mix adjusted means of the health plans to the aggregated adjusted mean are also presented using stars. Following the composite results are similar results for each of the individual survey questions that make up that composite. All survey results are weighted to account for sampling methodology.



# How to Read the Bar Charts

## Healthy Options

Below is an explanation of how to read the information contained in this report.

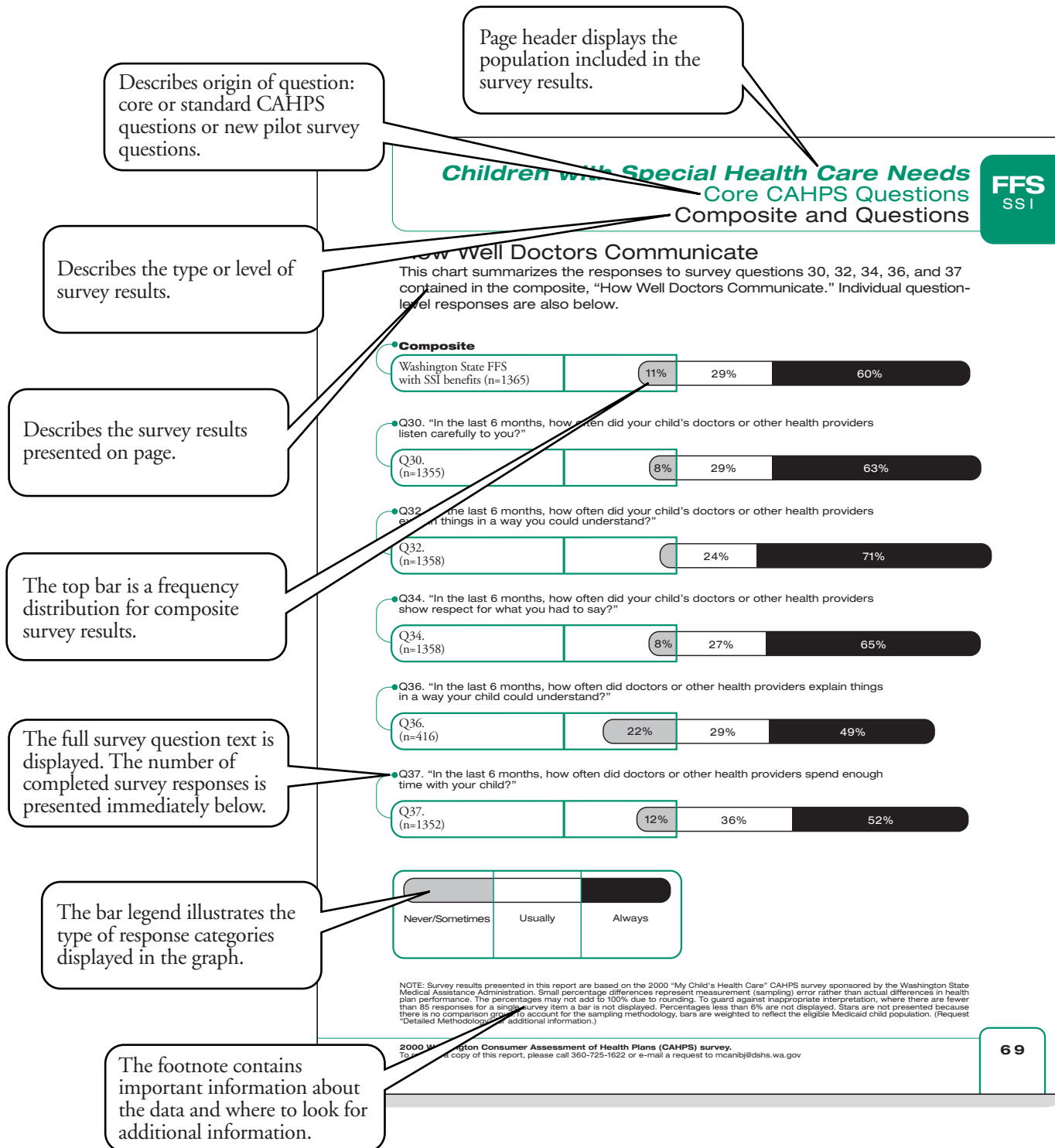


# How to Read the Bar Charts

## Fee-for-Service (SSI)



Below is an explanation of how to read the information contained in this report.







# Executive Summary

## Study Populations

- **All Children in Healthy Options**

Medicaid children aged 13 years or younger who were continuously enrolled from September 1, 1999 through February 29, 2000 in a Healthy Options plan and had either English or Spanish as their primary language were selected from Medicaid enrollment data. Up to a one-month break in enrollment period was allowed.

- **Children With Special Health Care Needs**

As part of a pilot study conducted by FACCT for National Committee for Quality Assurance (NCQA), children with special health care needs were included in this CAHPS report. Children who met the Medicaid eligibility criteria for age, continuous enrollment, and language were identified through specified responses to a set of survey questions. Because all parents were asked these questions, some children were included in analyses of both the eligible Medicaid population and in the analyses of children with special health care needs. Because identification of the special health care needs population was dependent on respondents, it was not possible to identify the entire eligible population of children with special health care needs. Although weighting was performed to estimate this population based on responders, survey results may not be representative of the entire population of children with special health care needs.

- **Children in Fee-for-Service**

Medicaid children in FFS whose primary language is English and who meet the same age and continuous enrollment criteria as for Healthy Options were identified. Only children who were not in foster care and had SSI benefits were selected.

## Sampling Methodology

- **All Children in Healthy Options - Enrollment Data**

From each of the participating seven Healthy Options plans, a sample of 1,050 children meeting the Medicaid eligibility criteria was randomly selected for the standard CAHPS analysis of core questions. If more than one eligible child lived in a household, only one was randomly selected. Even though nine managed care plans were participating in the Healthy Options program during 2000 and data were collected from all nine plans, this report includes only the seven plans that will be participating in 2001. This sample of all children was also used to identify children meeting the criteria for children with special health care needs.

- **Children in Healthy Options - Encounter Data**

In addition to the standard random sample of 1,050 Healthy Options children, children having a potential chronic illness or special health care needs were identified by other sampling strategies. Using encounter data from each health plan, children meeting Medicaid eligibility criteria were pre-screened. A specified list of diagnosis codes was then used to identify children having a potential chronic illness or special health care need. From those children meeting these criteria, a random sample of up to 1,500 children was identified. This approach was used to find a group of children with an increased or higher than average probability of qualifying on the survey questions used to screen children with chronic or special health care needs.

- **Children in Healthy Options - Oversample of Enrollment Data**

For plans that did not have at least 750 eligible children using encounter data, an additional random sample was selected from the remaining eligible Healthy Options enrollment child population. This oversample was selected to provide a total of 750 children per plan when combined with eligible encounter records. This oversampling assumed that a percentage of the general population of children would include children who have special health care needs and was in addition to the 1,050 standard CAHPS Healthy Options sample.



- **Children in FFS with SSI**

Children who had SSI benefits, who were not in foster care and who met the same continuous enrollment and age criteria as Healthy Options children were identified. If more than one eligible child lived in a household, only one was randomly selected. Because of the limited number of FFS clients, almost all of the FFS population was sampled.

## Criteria to Identify Children with Special Health Care Needs

- **Healthy Options Children**

Included in the CAHPS survey was a series of questions used to screen for children with special health care needs. A detailed algorithm based on the survey responses of these screener questions identified a subset of children having special health care needs. Because parents or the children's primary care giver were asked these questions regardless of sampling approaches, children with special health care needs were not mutually exclusive of the standard CAHPS all children sample. Based on these screening questions, 21.4% of the children in the standard Healthy Options samples for the seven plans (1,050 per plan) met the special health care needs criteria. Using all Healthy Options samples (standard CAHPS, pre-screened encounter and the oversample), 33.6 % of children met the screener criteria.

- **FFS with SSI Children**

The same survey responses to the screener questions were used to identify children with special health care needs in the sample of children with SSI benefits in the FFS program. Because most of these children (91.5%) met the criteria for children with special health care needs, survey results are presented only for these children in the FFS group. The small percentage of children (8.5%) that did not meet these criteria were excluded from the analysis.

## Survey Process

Although data were collected from nine plans, the analysis was conducted on only the seven plans that will be participating in 2001. Thus, all numbers reflect only these seven plans. Beginning in April 2000, questionnaires were mailed to 15,362 children aged 13 years and younger in seven Healthy Options plans and 1,469 FFS clients aged 13 years and younger currently receiving SSI benefits.

To accommodate the sampling methodology and acquisition of data from the health plans, surveys were conducted in two phases about one month apart. On April 17, 2000 (phase I), 6,882 clients representing three of the Healthy Options health plans were sent a pre-notification letter. On May 19, 2000 (phase II), 8,480 clients in the remaining four health plans and 1,469 FFS clients received the pre-notification letter. Questionnaires were then mailed to these clients. If a survey was not returned within two weeks, reminder postcards were mailed. A second survey was then mailed to non-responders within 30 days of the first survey mailing. If questionnaires were still not returned, a second postcard reminder was sent out about two weeks later. Non-respondents received follow-up phone calls for six-weeks with up to six call attempts per client. The last telephone surveys took place on August 23, 2000.

- **Types of Questions**

This report presents data for three general types of survey questions:

- Questions that ask respondents to rate aspects of their child's care from 0 to 10, where 0 = Worst Possible and 10 = Best Possible.
- Questions that ask respondents to report how often something happened, by choosing "Never," "Sometimes," "Usually," or "Always."
- Questions that ask if certain things were "A Big Problem," "A Small Problem," or "Not A Problem."



# Executive Summary

In addition to the types of questions described above, five screener questions were asked to identify children with special health care needs. These five screening questions asked whether a child currently experiences a specific health consequence or issue related to the need or use of a specified service, medications or functional limitation. To qualify, these consequences had to result from a medical or other health condition lasting, or expected to last, 12 months or longer. These questions used to determine whether a child has a special health care need were developed and tested in the Child and Adolescent Health Measurement Initiative (CAHMI)/Children with Special Health Care Needs program.

- **Response Rate**

The adjusted response rate for the sample of seven Healthy Options plans for all children was 57.4%. The actual number of responses varied by question. A response rate for children with special health care needs cannot be calculated because these children were identified using survey questions.

## Analysis

- **Weighting**

At the same time of the CAHPS survey, MAA conducted the Promoting Healthy Development Survey (PHDS). PHDS required samples of children who were 3 to 48 months of age and who had a year of continuous enrollment in Healthy Options or in FFS. Samples of PHDS children were removed from the eligible Medicaid child population prior to all sample selections for the CAHPS survey. This affected the representativeness of eligible Medicaid children in the population sampling frame. Weighting was performed to account for this and other sampling issues.

For the Healthy Options standard CAHPS analysis, the weighting adjusted for the distribution of PHDS eligible children. However, the weighting scheme used for children with special health care needs was different.

In addition to the under-representation of PHDS children, the survey results for children with special health care needs were based on combining three different samples. One of the three samples included encounter data that may vary by plan. Also, identification of children with special health care needs was based on only those clients who responded. Therefore, direct identification of the population of CSHCN was not possible. Instead, the weighting method used for this analysis estimated this population using survey response data and enrollee-level indicator flags that showed if they were PHDS eligible and if they met the encounter data algorithm. Since enrollees meeting the encounter data algorithm were more than twice as likely to meet the CSHCN screener criteria, this factor was included in the weighting method.

- **Rounding Error and Weighting Results to Health Plan Populations**

Survey response distributions (bars) for individual questions may not always sum to 100%. In most cases, this was due to rounding error. However, as a result of the sampling methodology used for children with special health care needs, the weighting methodology did not allow survey responses to be weighted back to the entire population for 18 out of 273 (6.6%) health plan response bars. In these bars, the distribution of survey responses represented something less than 98% of the health plan population, but in no case was it lower than 92%. The effect on the health plan ratings, therefore, was negligible.

- **Case-mix Adjustment**

Case-mix refers to the characteristics of respondents used in adjusting the results for comparability among health plans. Results in this study were case-mix adjusted for health status of the child reported by the parent or respondent, educational level and age of the parent, and age of the child. Because differences in case-mix can result in differences in ratings between plans that are not due to differences in quality, the data were adjusted to make plans similar for these characteristics.

# Summary Results

## All Children

### Healthy Options - Core CAHPS Questions



Health Plan	Composites					Ratings			
	Getting Care that is Needed	Getting Care without Long Waits	How Well Doctors Communicate	Courtesy Respect & Helpfulness of Staff	Health Plan Customer Service & Paperwork	Rating Personal Doctors	Rating Specialists	Rating Health Care	Rating Health Plan
Aetna US Healthcare of Washington	★	★★	★★	★★	★	★★	★★	★	★
Columbia United Providers <i>Formerly Clark United Providers</i>	★★	★★	★★	★★	★★	★★★	★★	★★	★★
Community Health Plan of Washington	★★	★★	★★	★	★★	★★	Fewer than 85 responses.	★★	★★
Group Health	★★★	★★	★	★★	★★★	★	★★	★	★★
Molina Healthcare of Washington, Inc. <i>Formerly QualMed Health Plan</i>	★★	★★★	★★★	★★★	★★	★★	★★	★★★	★★
Northwest Washington Medical Bureau	★★★	★★★	★★★	★★★	★★	★★★	★★	★★	★★★
Premiera Blue Cross	★★	★★	★★	★★	★★	★★	★★	★★	★★

★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.

**Summary of Composite Results and Overall Ratings for Core CAHPS Questions**

This table summarizes statistically significant differences between each plan and the Washington average of 7 Healthy Options plans for each of the five composites and the individual question that asked clients to rate their personal doctor, specialist, health care, and health plan.

NOTE: These results are weighted to account for sampling methodology and are case-mix adjusted. Please see the "Analysis" section of this report for additional information.



# Summary Results

## Children with Special Health Care Needs

### Healthy Options - Core CAHPS Questions



Health Plan	Composites					Ratings			
	Getting Care that is Needed	Getting Care without Long Waits	How Well Doctors Communicate	Courtesy Respect & Helpfulness of Staff	Health Plan Customer Service & Paperwork	Rating Personal Doctors	Rating Specialists	Rating Health Care	Rating Health Plan
Aetna US Healthcare of Washington	★	★	★★	★★	★★	★	★★	★	★
Columbia United Providers <i>Formerly Clark United Providers</i>	★★	★★	★★	★★	★★	★★	★★	★★	★★
Community Health Plan of Washington	★★	★★	★★	★★	★★	★★	★★	★★	★★
Group Health	★★	★★	★	★★	★★	★	★★	★	★★
Molina Healthcare of Washington, Inc. <i>Formerly QualMed Health Plan</i>	★★	★★★	★★★	★★★	★★	★★★	★★	★★★	★★
Northwest Washington Medical Bureau	★★★	★★★	★★★	★★★	★★	★★★	★★	★★★	★★★
Premiera Blue Cross	★★	★★	★★	★★	★★	★★	★★	★★	★★

★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.

**Summary of Composite Results and Overall Ratings for Core CAHPS Questions**

This tables summarizes statistically significant differences between each plan and the Washington average of 7 Healthy Options plans for each of the five composites and the individual question that asked clients to rate their personal doctor, specialist, health care, and health plan.

NOTE: These results are weighted to account for sampling methodology and are case-mix adjusted. Please see the "Analysis" section of this report for additional information.



## Summary Results

### Children with Special Health Care Needs

#### Healthy Options - Additional Questions

Health Plan	Composites or Individual Questions			
	Getting Prescription Medicines	Getting Specialized Services	Getting Family Support	Coordination of Care
Aetna US Healthcare of Washington	★★	★	★★	★★
Columbia United Providers <i>Formerly Clark United Providers</i>	★★	★★	★★	★★
Community Health Plan of Washington	★★	★★	★	★★
Group Health	★★	★★	★★	★★
Molina Healthcare of Washington, Inc. <i>Formerly QualMed Health Plan</i>	★	★★	★★★	★★
Northwest Washington Medical Bureau	★★★	★★★	★★★	★★
Premiera Blue Cross	★★	★★★	★★	★★

★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.

**Summary of Composite and Individual Question Results for Additional Questions**

This tables summarizes statistically significant differences between each plan and the Washington average of 7 Healthy Options plans for each of the composites and individual questions for children with special health care needs.

NOTE: These results are weighted to account for sampling methodology and are case-mix adjusted. Please see the "Analysis" section of this report for additional information.

# Summary Results

## Children with Special Health Care Needs

### Fee-for-Service (SSI)



Core CAHPS Questions		Composites				Ratings				Additional Questions	Composites or Individual Question			
Response Choice		Getting Care that is Needed	Getting Care without Long Waits	How Well Doctors Communicate	Courtesy, Respect, and Helpfulness of Staff	Rating Personal Doctors	Rating Specialist	Rating Health Care	Rating Health Plan	Response Choices	Getting Prescription Medicines	Getting Specialized Services	Getting Family Support	Coordination of Care
Responses		n = 1445	n = 1435	n = 1365	n = 1363	n = 1323	n = 900	n = 1343	n = 1499	Responses	n = 1095	n = 1269	n = 1516	n = 1152
Big Problem		9%								Big Problem	5%	17%		
Small Problem		12%								Small Problem	16%	23%		
Not a Problem		79%								Not a Problem	79%	60%		
Never/Sometimes			26%	11%	6%					Never/Sometimes			18%	61%
Usually			23%	29%	25%					Usually			27%	17%
Always			51%	60%	69%					Always			56%	23%
0-7						22%	19%	25%	37%					
8-9						38%	40%	45%	35%					
10						40%	41%	30%	28%					

## Summary of Composite Results and Overall Ratings for Core CAHPS Questions and for Additional Questions

This tables summarizes the percentage results for each of the five composites and the individual question that asked clients to rate their personal doctor, specialist, health care, and health plan for core CAHPS questions. Also presented are the results for additional questions.

NOTE: Results are weighted to account for sampling methodology. The sum of the percentages may not add up to 100%. (See the “Analysis” section of this report for additional information.)

# *Healthy Options*

HEALTHY  
OPTIONS

All Children  
Children with Special Health Care Needs





## Getting Care that is Needed

This chart summarizes the responses to survey questions 7, 14, 28, and 29 contained in the composite, “Getting Care that is Needed.” Individual question-level responses immediately follow.

Washington average - 7  
Healthy Options plans (n=3116)

8% 14% 78%

Aetna US Healthcare  
of Washington (n=380)

★

12% 18% 70%

Columbia United Providers  
(n=448)

★★

11% 12% 76%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=393)

★★

10% 16% 74%

Group Health  
(n=471)

★★★

13% 83%

Molina Healthcare of  
Washington, Inc. (n=453)

★★

10% 15% 75%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=480)

★★★

9% 87%

Premiera Blue Cross  
(n=491)

★★

7% 15% 78%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.

A big problem

A small  
problem

Not a problem

NOTE: Survey results presented in this report are based on the 2000 “My Child’s Health Care” CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see “Analysis” section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The “stars” represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request “Detailed Methodology” for additional information.)

# All Children

## Core CAHPS Questions

### Question 7

## Getting Care that is Needed

Q7. "With the choices your child's health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"

Washington average - 7  
Healthy Options plans (n=1376)

10%

19%

70%

Aetna US Healthcare  
of Washington (n=207)

★

17%

27%

56%

Columbia United Providers  
(n=202)

★★

11%

19%

71%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=155)

★★

10%

20%

70%

Group Health  
(n=252)

★★★

19%

77%

Molina Healthcare of  
Washington, Inc. (n=173)

★★

9%

23%

68%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=153)

★★★

6%

10%

84%

Premiera Blue Cross  
(n=234)

★★

14%

17%

69%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.

A big problem

A small  
problem

Not a problem

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## Getting Care that is Needed

Q14. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?"

Washington average - 7  
Healthy Options plans (n=724)

15%

17%

68%

Aetna US Healthcare  
of Washington (n=94)

★

23%

17%

60%

Columbia United Providers  
(n=102)

★★

24%

13%

62%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=78)

Scores with fewer than 85 responses are not displayed.

Group Health  
(n=94)

★★

9%

20%

71%

Molina Healthcare of  
Washington, Inc. (n=120)

★★

19%

18%

62%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=120)

★★★

14%

82%

Premiera Blue Cross  
(n=116)

★★

9%

23%

68%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



A big problem

A small  
problem

Not a problem

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# All Children

## Core CAHPS Questions

### Question 28

## Getting Care that is Needed

Q28. "In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?"

Washington average - 7  
Healthy Options plans (n=2727)

10%

87%

Aetna US Healthcare  
of Washington (n=322)

★★

13%

83%

Columbia United Providers  
(n=396)

★★

9%

86%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=337)

★★

15%

82%

Group Health  
(n=407)

★★

8%

90%

Molina Healthcare of  
Washington, Inc. (n=409)

★★

10%

86%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=428)

★★★

8%

90%

Premiera Blue Cross  
(n=428)

★★

11%

87%

★★★

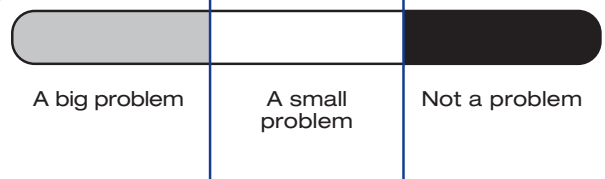
Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



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# All Children Core CAHPS Questions Question 29

HEALTHY  
OPTIONS

## Getting Care that is Needed

Q29. "In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for an approval from your child's health plan?"

Washington average - 7  
Healthy Options plans (n=2712)

9%

87%

Aetna US Healthcare  
of Washington (n=317)

★★

14%

82%

Columbia United Providers  
(n=394)

★★

6% 9%

85%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=338)

★★

14%

81%

Group Health  
(n=405)

★★★

6%

92%

Molina Healthcare of  
Washington, Inc. (n=409)

★★

6% 10%

84%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=425)

★★★

6%

91%

Premiera Blue Cross  
(n=424)

★★

8%

88%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



A big problem

A small  
problem

Not a problem

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# All Children

## Core CAHPS Questions

### Composite

## Getting Care without Long Waits

This chart summarizes the responses to survey questions 19, 21, 24, and 30 contained in the composite, “Getting Care without Long Waits.” Individual question-level responses immediately follow.

Washington average - 7  
Healthy Options plans (n=3052)

27%

22%

50%

Aetna US Healthcare  
of Washington (n=353)

★★

30%

21%

48%

Columbia United Providers  
(n=438)

★★

29%

21%

50%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=392)

★★

27%

30%

44%

Group Health  
(n=456)

★★

29%

21%

50%

Molina Healthcare of  
Washington, Inc. (n=459)

★★★

25%

20%

55%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=481)

★★★

25%

21%

54%

Premiera Blue Cross  
(n=473)

★★

29%

22%

49%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



Never/Sometimes

Usually

Always

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## Getting Care without Long Waits

Q19. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"

Washington average - 7  
Healthy Options plans (n=2174)

12%

22%

66%

Aetna US Healthcare  
of Washington (n=247)

★★

17%

20%

63%

Columbia United Providers  
(n=352)

★★

11%

23%

65%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=212)

★

16%

32%

52%

Group Health  
(n=341)

★★

11%

21%

68%

Molina Healthcare of  
Washington, Inc. (n=330)

★★★

11%

19%

71%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=367)

★★★

7%

20%

73%

Premiera Blue Cross  
(n=325)

★★

13%

24%

63%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



Never/Sometimes

Usually

Always

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# All Children

## Core CAHPS Questions

### Question 21

## Getting Care without Long Waits

Q21. "In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?"

Washington average - 7  
Healthy Options plans (n=2137)

16%

30%

54%

Aetna US Healthcare  
of Washington (n=259)

★★

17%

30%

53%

Columbia United Providers  
(n=308)

★★

16%

30%

54%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=269)

★

22%

36%

42%

Group Health  
(n=316)

★

20%

31%

49%

Molina Healthcare of  
Washington, Inc. (n=317)

★★★

8%

26%

66%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=331)

★★★

10%

31%

59%

Premiera Blue Cross  
(n=337)

★★

18%

29%

53%

★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.

Never/Sometimes	Usually	Always

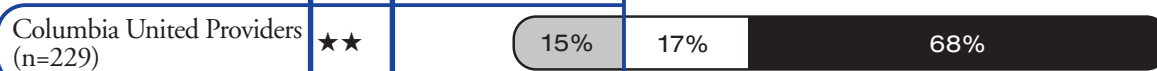
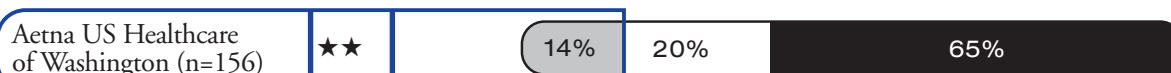
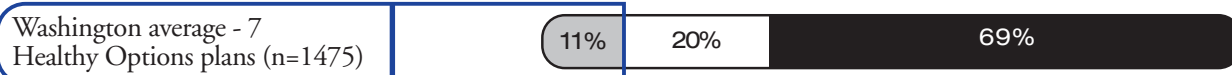
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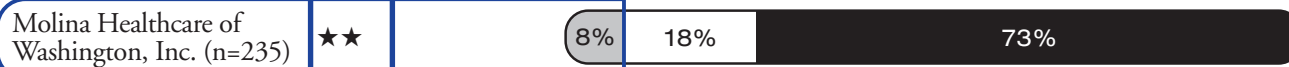
# All Children Core CAHPS Questions Question 24

## Getting Care without Long Waits

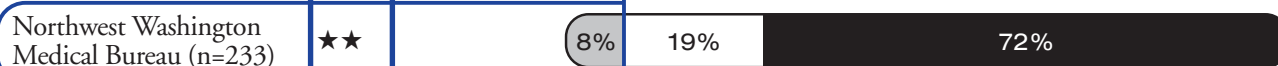
Q24. "In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?"



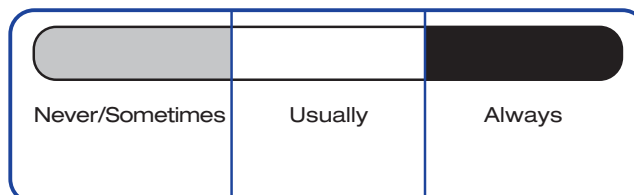
*Formerly Clark United Providers*



*Formerly QualMed Health Plan*



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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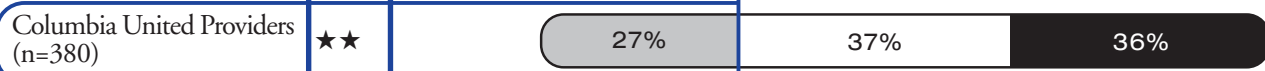
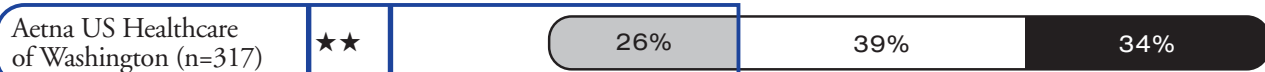
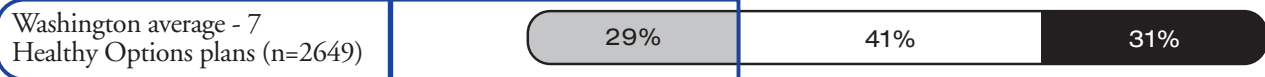
# All Children

## Core CAHPS Questions

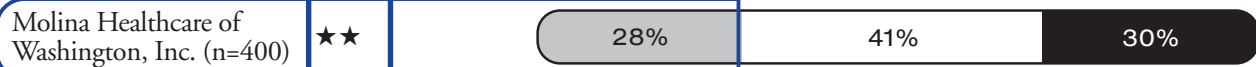
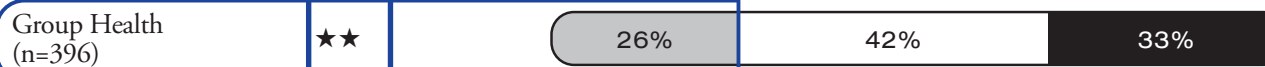
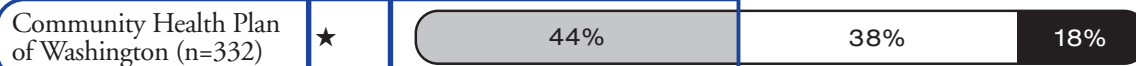
### Question 30

## Getting Care without Long Waits

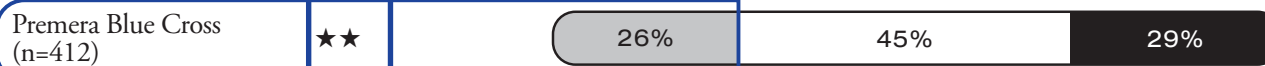
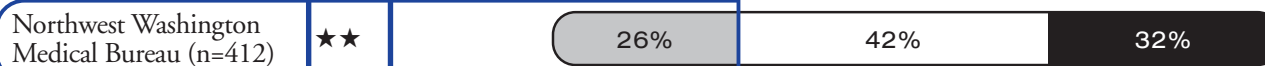
Q30. "In the last 6 months, how often did your child wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person your child went to see?"



*Formerly Clark United Providers*



*Formerly QualMed Health Plan*



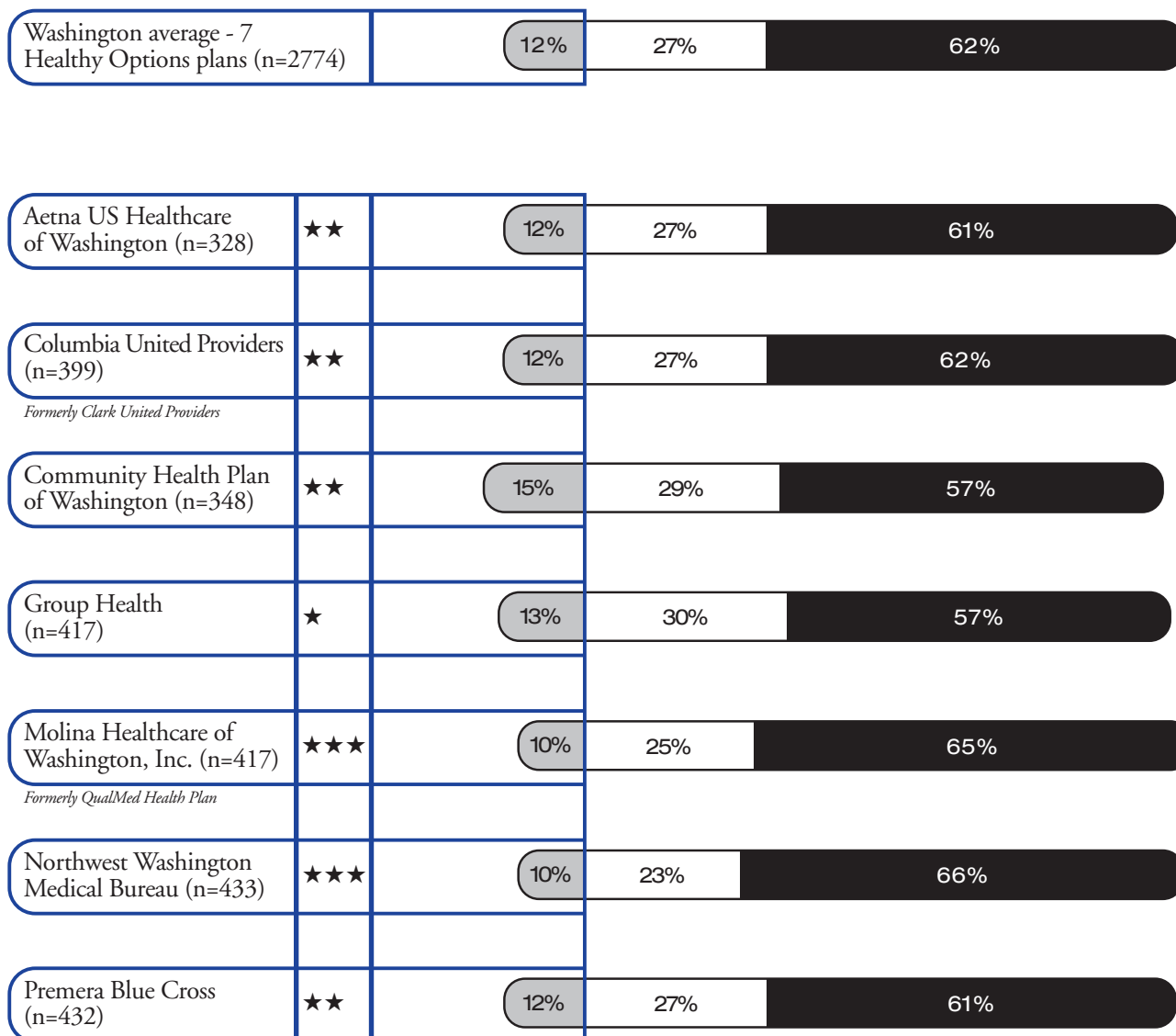
★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



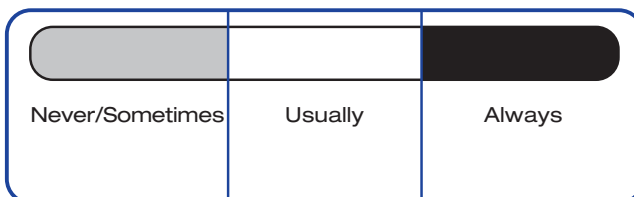
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## How Well Doctors Communicate

This chart summarizes the responses to survey questions 34, 36, 38, 40, and 41 contained in the composite, “How Well Doctors Communicate.” Individual question-level responses immediately follow.



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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# All Children

## Core CAHPS Questions

### Question 34

## How Well Doctors Communicate

Q34. "In the last 6 months, how often did your child's doctors or other health plan providers listen carefully to you?"

Washington average - 7  
Healthy Options plans (n=2721)

9%

25%

66%

Aetna US Healthcare  
of Washington (n=323)

★★

11%

25%

64%

Columbia United Providers  
(n=391)

★★

10%

25%

65%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=344)

★★

10%

28%

62%

Group Health  
(n=403)

★

10%

29%

61%

Molina Healthcare of  
Washington, Inc. (n=410)

★★★

7%

23%

70%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=425)

★★★

6%

23%

71%

Premiera Blue Cross  
(n=425)

★★

9%

24%

67%

★★★

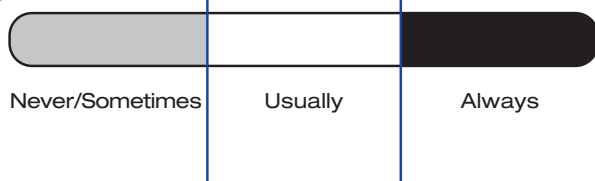
Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



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## How Well Doctors Communicate

Q36. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"

Washington average - 7  
Healthy Options plans (n=2735)

9%

21%

71%

Aetna US Healthcare  
of Washington (n=322)

★★

10%

20%

70%

Columbia United Providers  
(n=395)

★★

7%

21%

72%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=344)

★★

11%

27%

63%

Group Health  
(n=406)

★★

9%

22%

69%

Molina Healthcare of  
Washington, Inc. (n=412)

★★★

7%

18%

75%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=426)

★★

9%

16%

76%

Premiera Blue Cross  
(n=430)

★★

10%

20%

69%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



Never/Sometimes

Usually

Always

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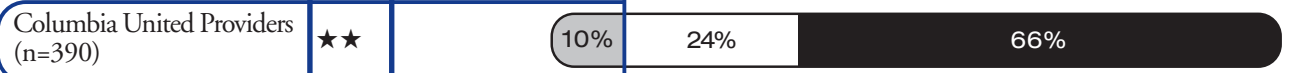
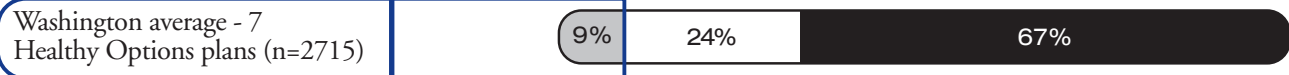
# All Children

## Core CAHPS Questions

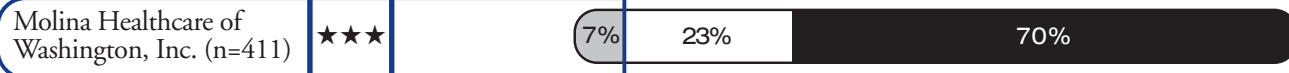
### Question 38

## How Well Doctors Communicate

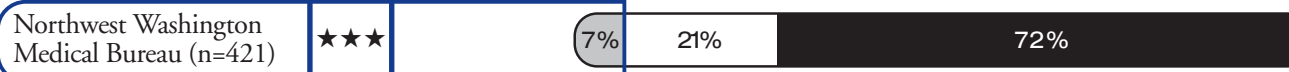
Q38. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



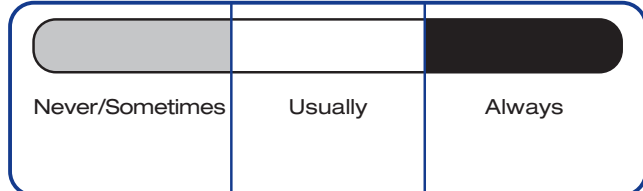
*Formerly Clark United Providers*



*Formerly QualMed Health Plan*



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.

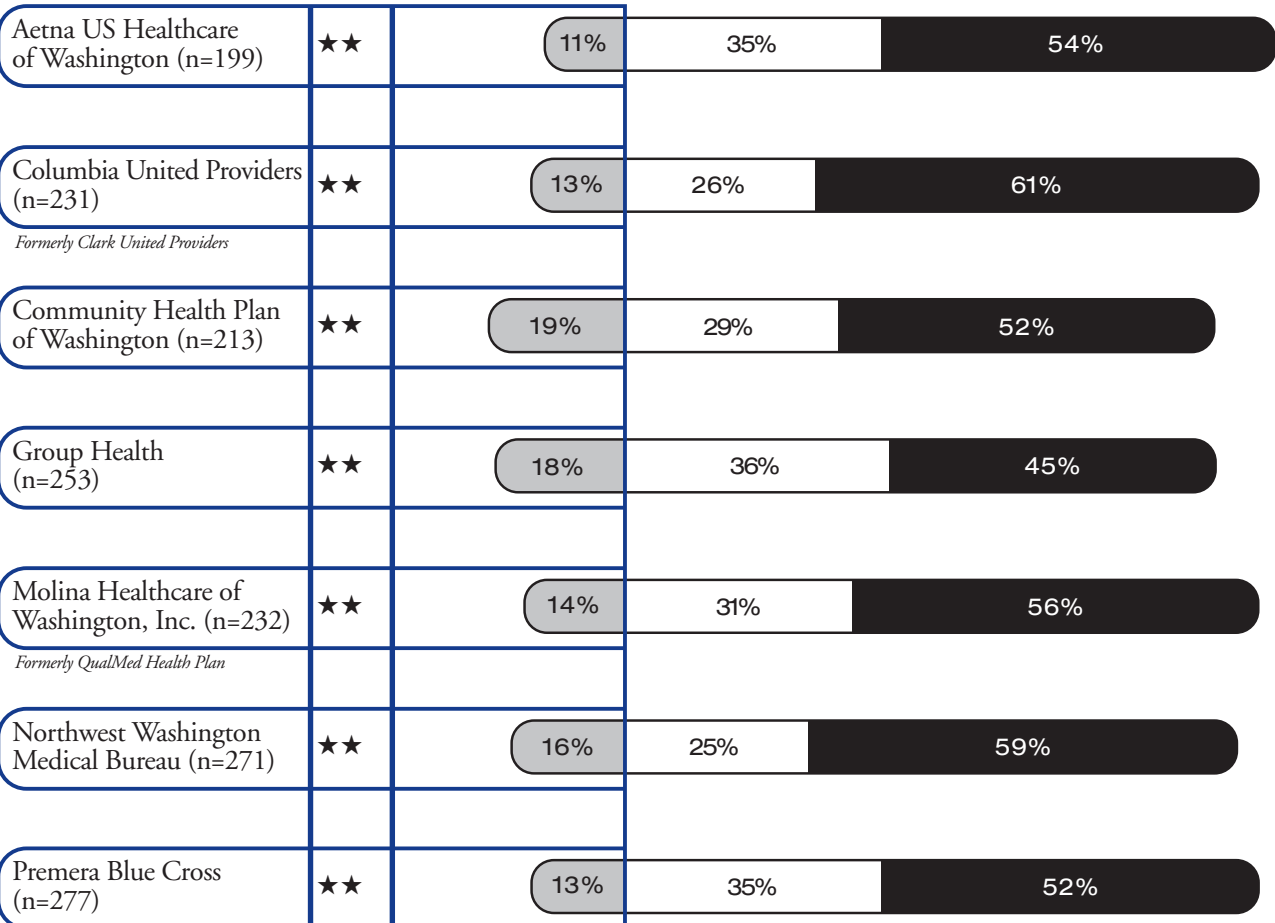
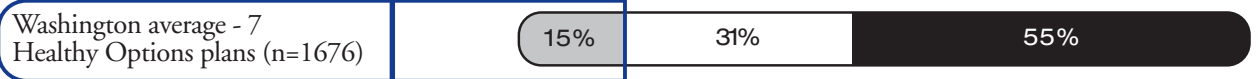


NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

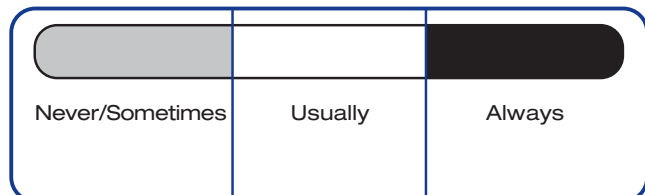


## How Well Doctors Communicate

Q40. "In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

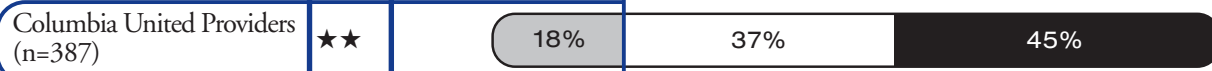
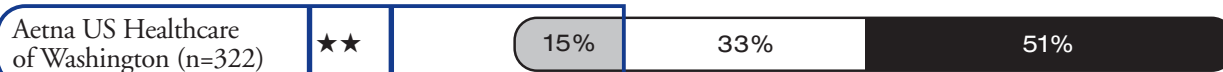
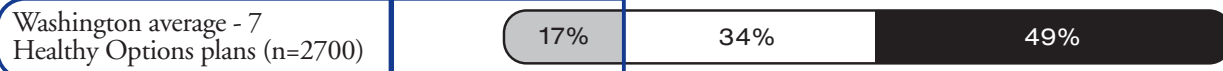
# All Children

## Core CAHPS Questions

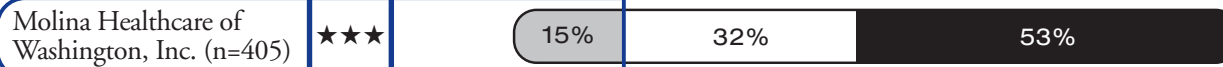
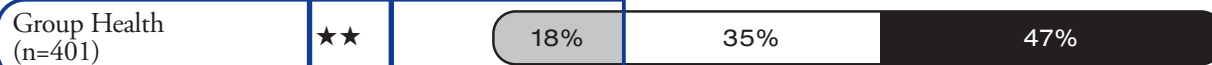
### Question 41

## How Well Doctors Communicate

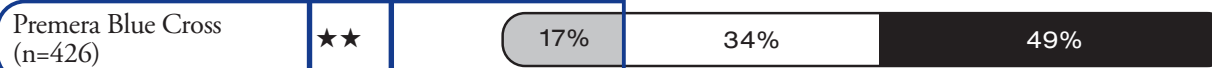
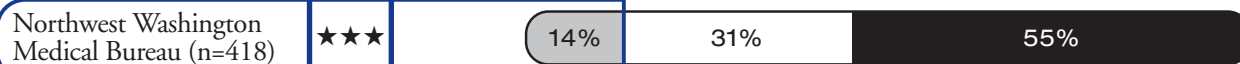
Q41. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



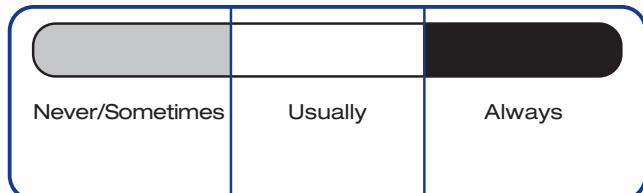
*Formerly Clark United Providers*



*Formerly QualMed Health Plan*



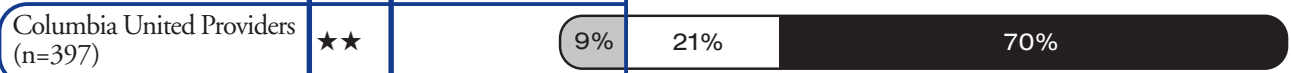
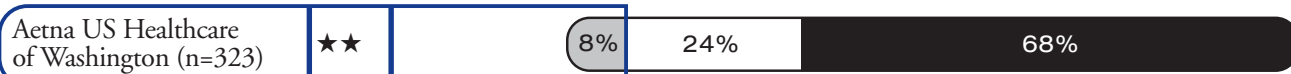
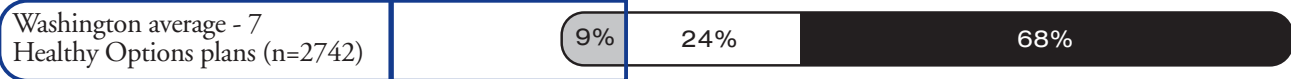
★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



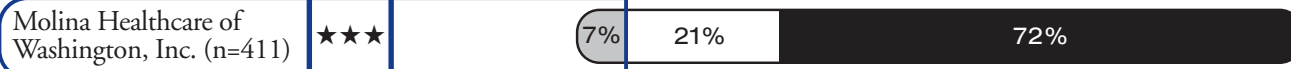
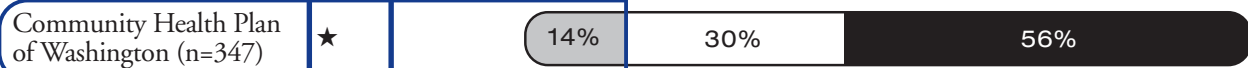
NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

## Courtesy, Respect, and Helpfulness of Office Staff

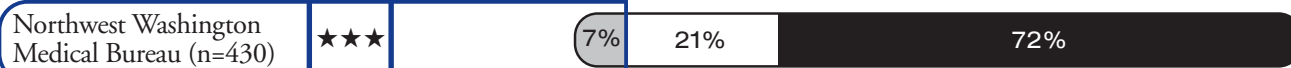
This chart summarizes the responses to survey questions 32 and 33 contained in the composite, “Courtesy, Respect, and Helpfulness of Office Staff.” Individual question-level responses immediately follow.



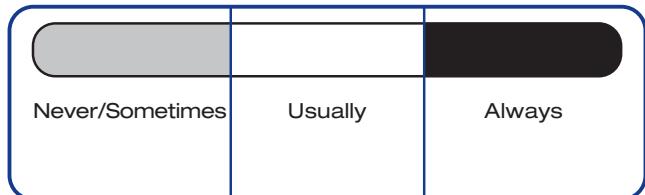
*Formerly Clark United Providers*



*Formerly QualMed Health Plan*



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 “My Child’s Health Care” CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see “Analysis” section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The “stars” represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request “Detailed Methodology” for additional information.)

# All Children

## Core CAHPS Questions

### Question 32

## Courtesy, Respect, and Helpfulness of Office Staff

Q32. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"

Washington average - 7  
Healthy Options plans (n=2727)

7%

19%

74%

Aetna US Healthcare  
of Washington (n=319)

★★

7%

17%

75%

Columbia United Providers  
(n=395)

★★

6%

18%

76%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=346)

★

11%

27%

62%

Group Health  
(n=404)

★★

7%

20%

73%

Molina Healthcare of  
Washington, Inc. (n=408)

★★★

18%

77%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=427)

★★★

6%

15%

79%

Premiera Blue Cross  
(n=428)

★★

7%

22%

71%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.

Never/Sometimes

Usually

Always

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

## Courtesy, Respect, and Helpfulness of Office Staff

Q33. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"

Washington average - 7  
Healthy Options plans (n=2727)

11%

28%

61%

Aetna US Healthcare  
of Washington (n=321)

★★

9%

30%

61%

Columbia United Providers  
(n=394)

★★

12%

25%

63%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=343)

★

17%

33%

51%

Group Health  
(n=404)

★★

10%

31%

58%

Molina Healthcare of  
Washington, Inc. (n=409)

★★★

8%

24%

68%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=428)

★★★

7%

27%

65%

Premiera Blue Cross  
(n=428)

★★

13%

27%

61%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



Never/Sometimes

Usually

Always

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

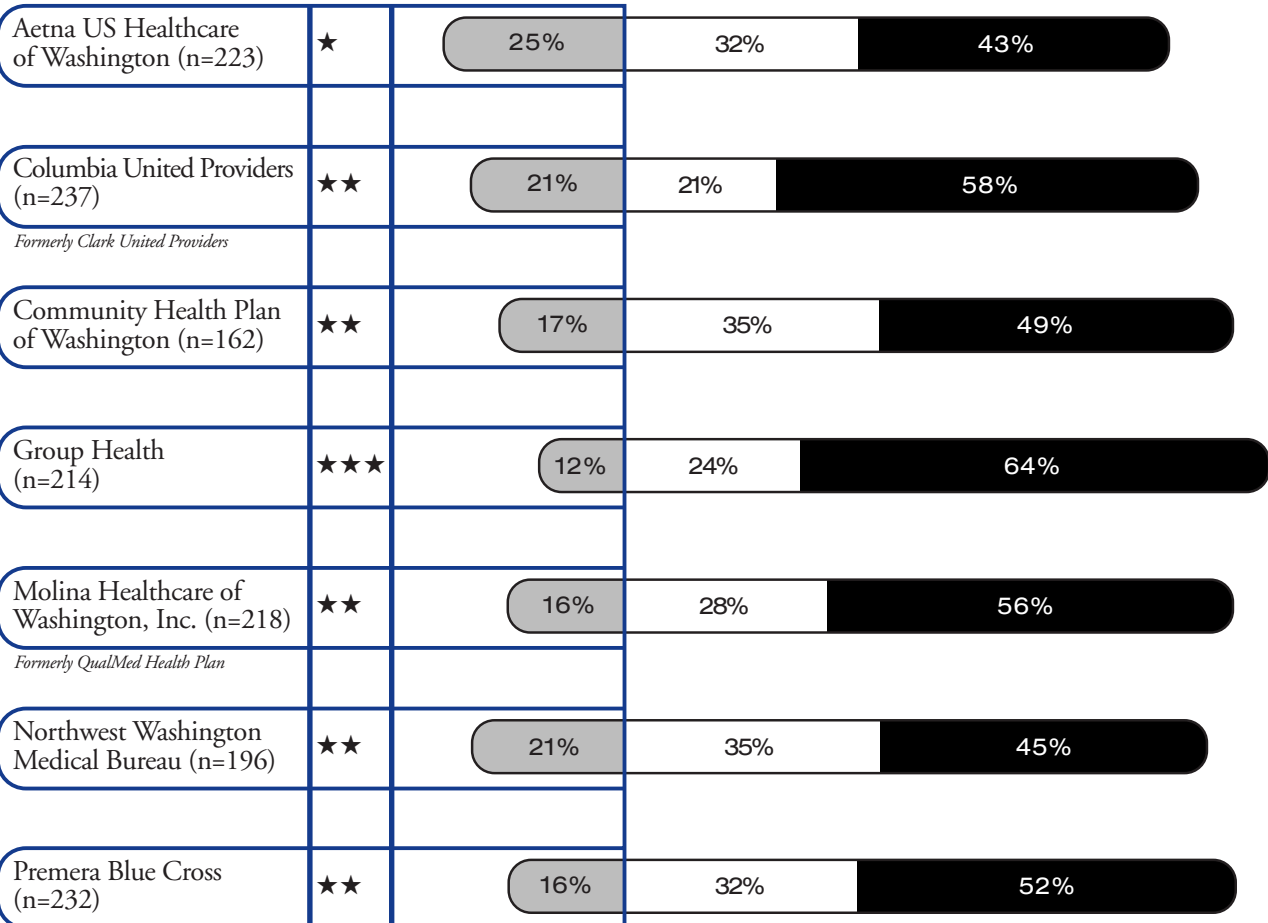
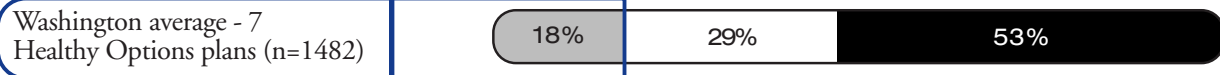
# All Children

## Core CAHPS Questions

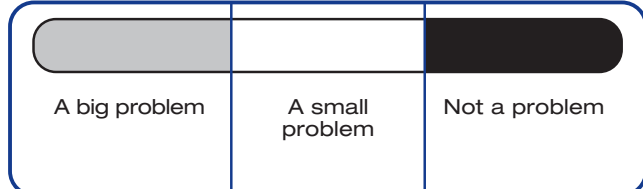
### Composite

## Health Plan Customer Service and Paperwork

This chart summarizes the responses to survey questions 66, 68, and 74 contained in the composite, “Health Plan Customer Service and Paperwork.” Individual question-level responses immediately follow.



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.

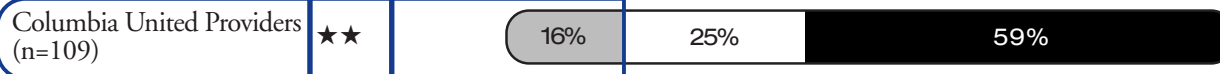
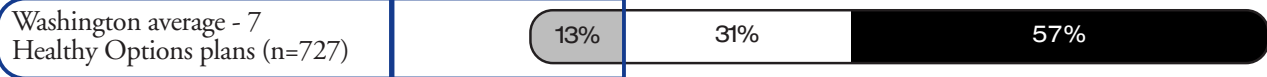


NOTE: Survey results presented in this report are based on the 2000 “My Child’s Health Care” CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see “Analysis” section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The “stars” represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request “Detailed Methodology” for additional information.)

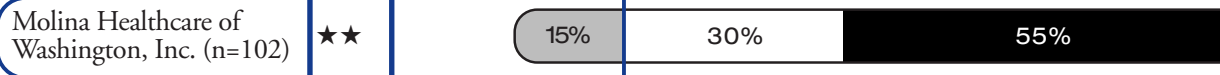
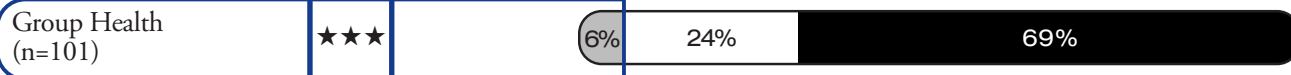
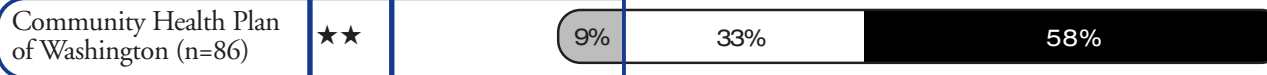


## Health Plan Customer Service and Paperwork

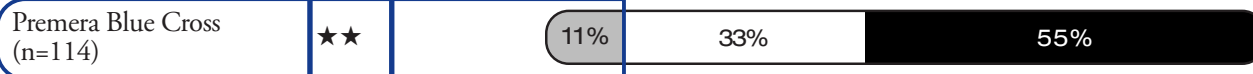
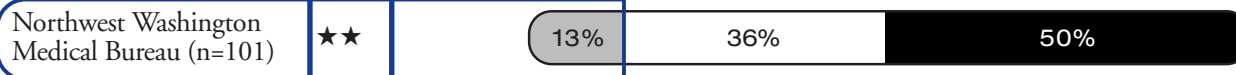
Q66. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



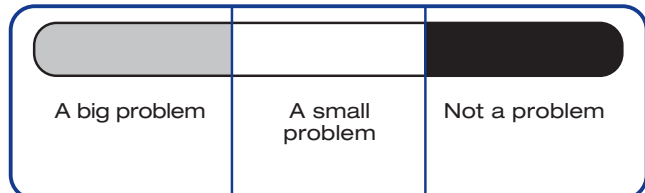
*Formerly Clark United Providers*



*Formerly QualMed Health Plan*



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

# All Children

## Core CAHPS Questions

### Question 68

## Health Plan Customer Service and Paperwork

Q68. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?"

Washington average - 7  
Healthy Options plans (n=706)

24%

27%

49%

Aetna US Healthcare  
of Washington (n=129)

★

31%

31%

38%

Columbia United Providers  
(n=98)

★★

28%

15%

56%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=71)

Scores with fewer than 85 responses are not displayed.

Group Health  
(n=116)

★★★

18%

23%

59%

Molina Healthcare of  
Washington, Inc. (n=101)

★★

20%

24%

57%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=81)

Scores with fewer than 85 responses are not displayed.

Premiera Blue Cross  
(n=110)

★★

22%

25%

53%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



A big problem

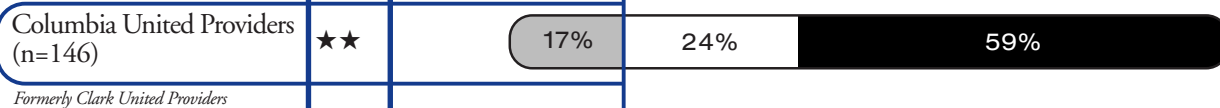
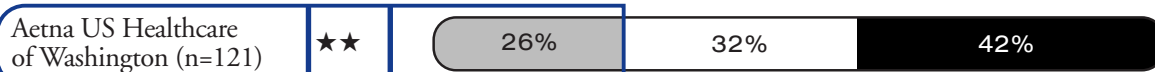
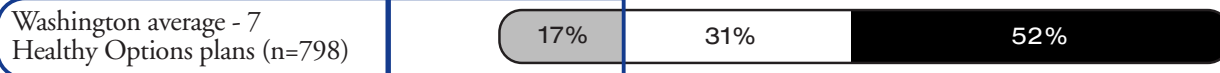
A small  
problem

Not a problem

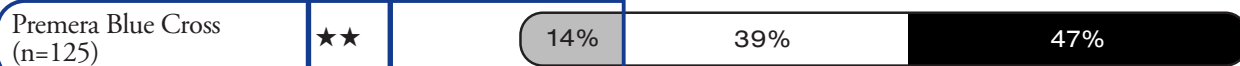
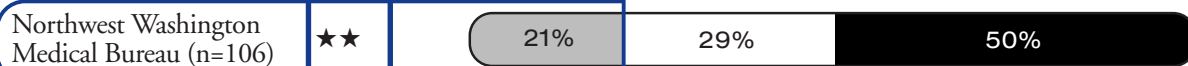
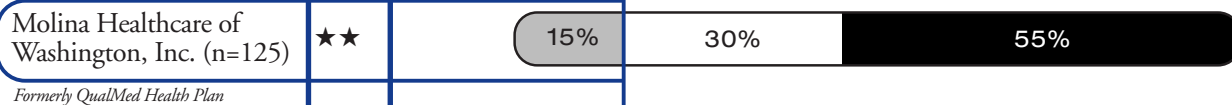
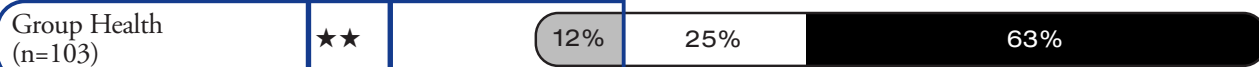
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## Health Plan Customer Service and Paperwork

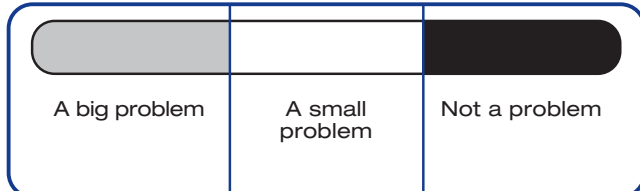
Q74. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?"



Community Health Plan of Washington (n=72)		Scores with fewer than 85 responses are not displayed.		
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★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

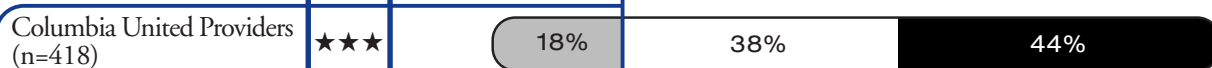
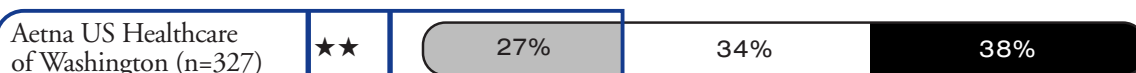
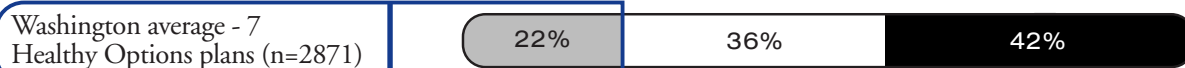
# All Children

## Core CAHPS Questions

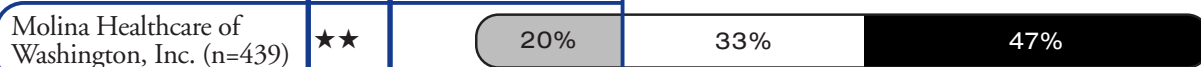
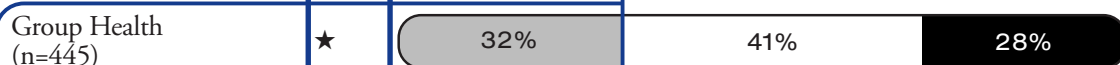
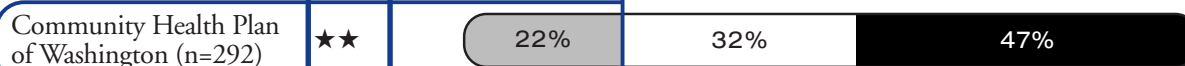
### Question 12

## Rating Personal Doctors

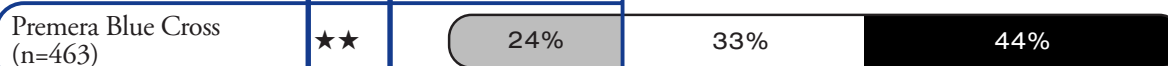
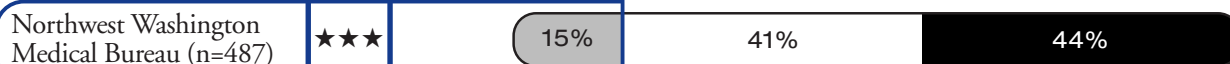
Q12. "Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



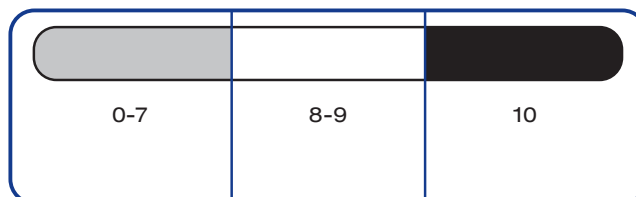
*Formerly Clark United Providers*



*Formerly QualMed Health Plan*



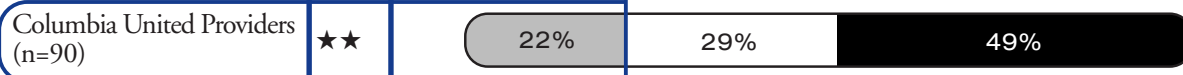
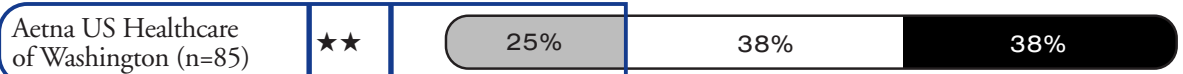
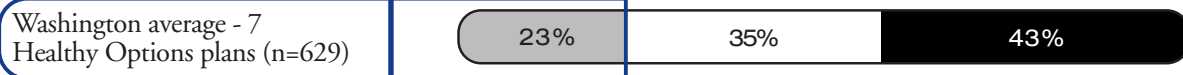
★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



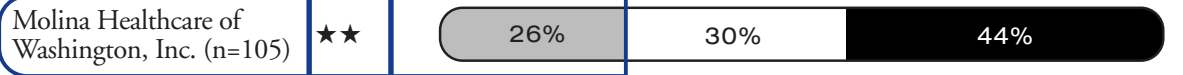
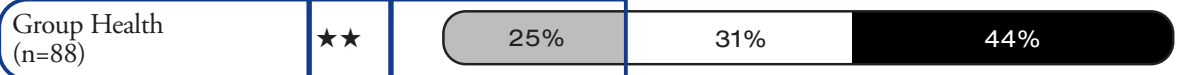
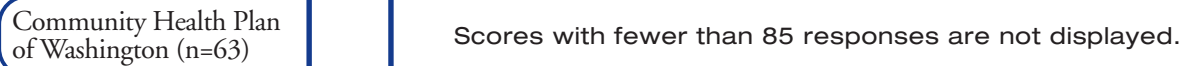
NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

## Rating Specialists

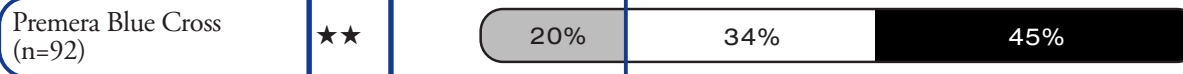
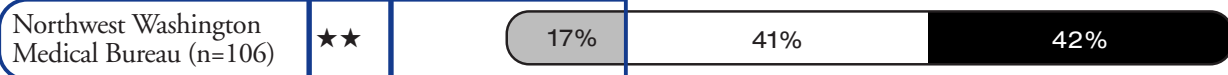
Q16. "Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?"



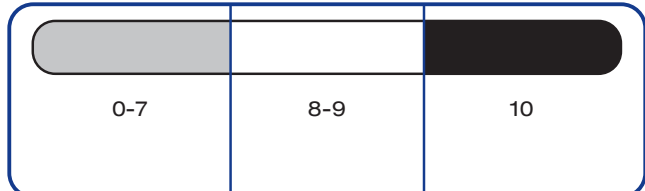
*Formerly Clark United Providers*



*Formerly QualMed Health Plan*



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

# All Children

## Core CAHPS Questions

### Question 50

## Rating Health Care

Q50. "Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?"

Washington average - 7  
Healthy Options plans (n=2729)

23%

42%

35%

Aetna US Healthcare  
of Washington (n=321)

★

30%

39%

32%

Columbia United Providers  
(n=391)

★★

22%

42%

35%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=345)

★★

26%

39%

35%

Group Health  
(n=411)

★

27%

45%

28%

Molina Healthcare of  
Washington, Inc. (n=409)

★★★

20%

38%

42%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=427)

★★

17%

49%

35%

Premera Blue Cross  
(n=425)

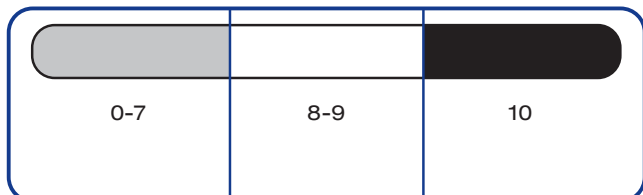
★★

22%

39%

39%

★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)



# All Children Core CAHPS Questions Question 75

HEALTHY  
OPTIONS

## Rating Health Plan

Q75. "Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your child's health plan now?"

Washington average - 7  
Healthy Options plans (n=3736)

30%

38%

32%

Aetna US Healthcare  
of Washington (n=435)

★

39%

35%

26%

Columbia United Providers  
(n=534)

★★

29%

39%

32%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=512)

★★

26%

35%

40%

Group Health  
(n=560)

★★

30%

43%

27%

Molina Healthcare of  
Washington, Inc. (n=536)

★★

31%

35%

34%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=585)

★★★

24%

40%

36%

Premiera Blue Cross  
(n=574)

★★

31%

37%

33%

★★★

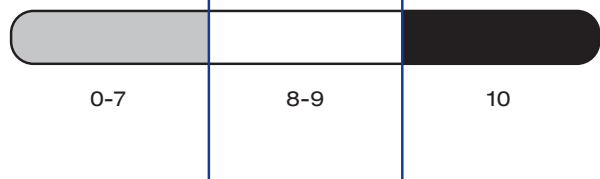
Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

# Children with Special Health Care Needs

## Core CAHPS Questions

### Composite

## Getting Care that is Needed

This chart summarizes the responses to survey questions 7, 14, 28, and 29 contained in the composite, "Getting Care that is Needed." Individual question-level responses immediately follow.

Washington average - 7  
Healthy Options plans (n=2586)

11%

17%

72%

Aetna US Healthcare  
of Washington (n=254)

★

17%

24%

59%

Columbia United Providers  
(n=267)

★★

17%

15%

68%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=291)

★★

18%

18%

64%

Group Health  
(n=471)

★★

7%

17%

74%

Molina Healthcare of  
Washington, Inc. (n=535)

★★

13%

18%

68%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=237)

★★★

6%

11%

83%

Premiera Blue Cross  
(n=531)

★★

9%

19%

72%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.

A big problem

A small  
problem

Not a problem

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

# Children with Special Health Care Needs

## Core CAHPS Questions

### Question 7

HEALTHY  
OPTIONS

## Getting Care that is Needed

Q7. "With the choices your child's health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"

Washington average - 7  
Healthy Options plans (n=1133)

16%

22%

62%

Aetna US Healthcare  
of Washington (n=123)

★★

25%

23%

52%

Columbia United Providers  
(n=129)

★★

23%

22%

55%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=129)

★★

17%

28%

55%

Group Health  
(n=234)

★★

29%

60%

Molina Healthcare of  
Washington, Inc. (n=210)

★★

12%

25%

60%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=69)

Scores with fewer than 85 responses are not displayed.

Premiera Blue Cross  
(n=239)

★★

16%

18%

66%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.

A big problem

A small  
problem

Not a problem

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

**Children with Special Health Care Needs****Core CAHPS Questions****Question 14****Getting Care that is Needed**

Q14. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?"

Washington average - 7  
Healthy Options plans (n=1216)

17%

19%

65%

Aetna US Healthcare  
of Washington (n=117)

★

27%

30%

43%

Columbia United Providers  
(n=113)

★★

27%

12%

61%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=133)

★★

34%

10%

56%

Group Health  
(n=214)

★★

15%

17%

67%

Molina Healthcare of  
Washington, Inc. (n=267)

★★

21%

20%

59%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=116)

★★★

15%

81%

Premiera Blue Cross  
(n=256)

★★

10%

30%

60%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.

A big problem

A small  
problem

Not a problem

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

# Children with Special Health Care Needs

## Core CAHPS Questions

### Question 28

HEALTHY  
OPTIONS

## Getting Care that is Needed

Q28. "In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?"

Washington average - 7  
Healthy Options plans (n=2402)

6% 13% 80%

Aetna US Healthcare  
of Washington (n=227)

★★

8% 19% 73%

Columbia United Providers  
(n=241)

★★

10% 13% 77%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=267)

★★

8% 21% 70%

Group Health  
(n=433)

★★

11% 84%

Molina Healthcare of  
Washington, Inc. (n=508)

★★

7% 14% 79%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=228)

★★★

11% 85%

Premiera Blue Cross  
(n=498)

★★

10% 84%

★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.

A big problem	A small problem	Not a problem

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# Children with Special Health Care Needs

## Core CAHPS Questions

### Question 29

#### Getting Care that is Needed

Q29. "In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for an approval from your child's health plan?"

Washington average - 7  
Healthy Options plans (n=2392)

7%

13%

80%

Aetna US Healthcare  
of Washington (n=226)

★★

7%

23%

70%

Columbia United Providers  
(n=236)

★★

10%

13%

77%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=267)

★★

13%

13%

74%

Group Health  
(n=431)

★★★

10%

85%

Molina Healthcare of  
Washington, Inc. (n=508)

★★

13%

14%

73%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=227)

★★★

8%

88%

Premiera Blue Cross  
(n=497)

★★

17%

79%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.

A big problem

A small  
problem

Not a problem

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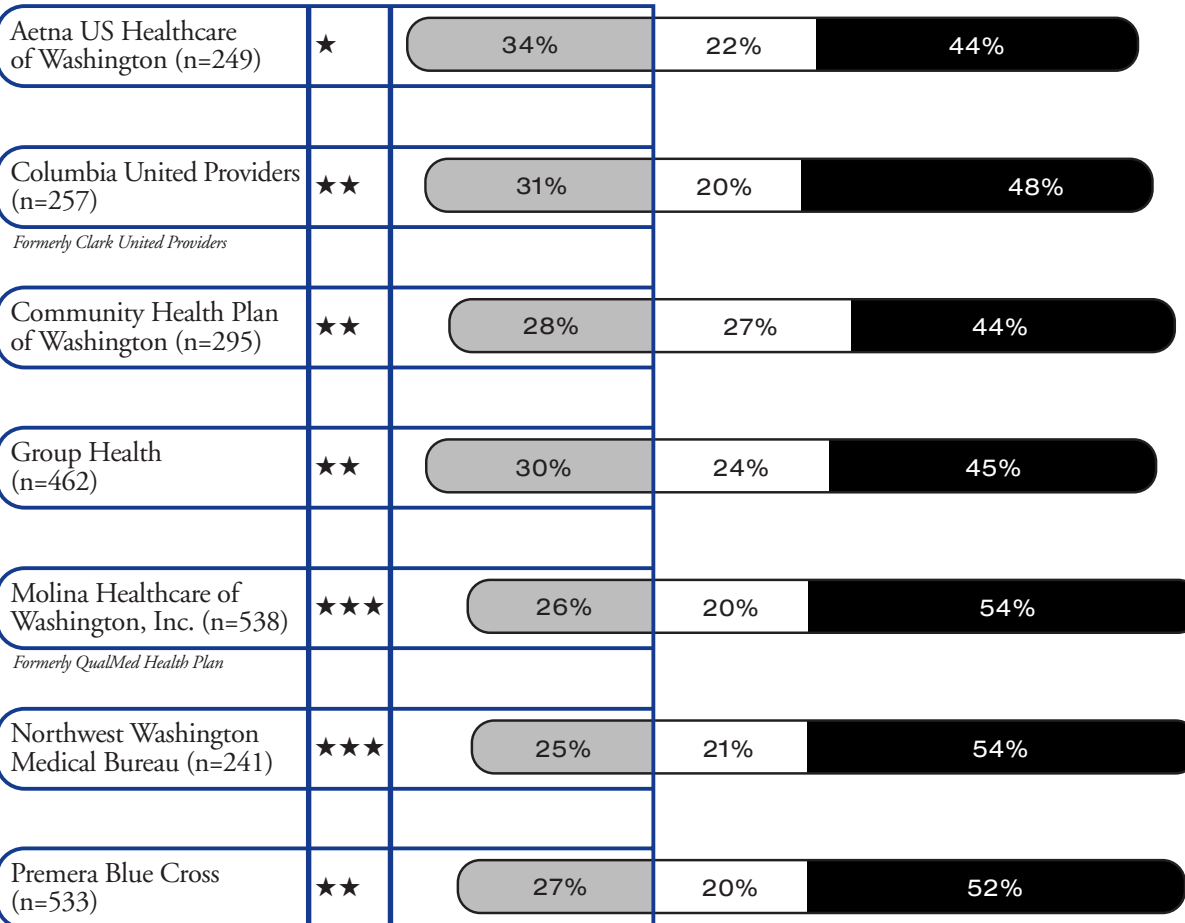
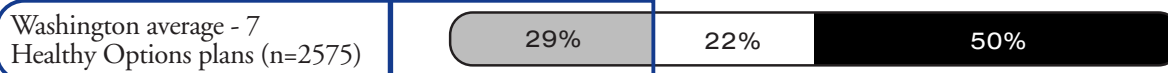
# Children with Special Health Care Needs

## Core CAHPS Questions Composite

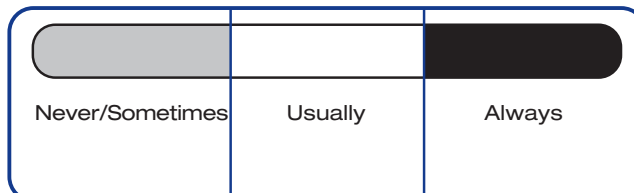
HEALTHY  
OPTIONS

### Getting Care without Long Waits

This chart summarizes the responses to survey questions 19, 21, 24, and 30 contained in the composite, "Getting Care without Long Waits." Individual question-level responses immediately follow.



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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**Children with Special Health Care Needs****Core CAHPS Questions****Question 19****Getting Care without Long Waits**

Q19. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"

Washington average - 7  
Healthy Options plans (n=2005)

15%

22%

63%

Aetna US Healthcare  
of Washington (n=195)

★

27%

19%

54%

Columbia United Providers  
(n=215)

★★

14%

26%

60%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=193)

★★

20%

27%

52%

Group Health  
(n=359)

★★

19%

23%

57%

Molina Healthcare of  
Washington, Inc. (n=426)

★★★

9%

20%

71%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=195)

★★★

8%

22%

71%

Premiera Blue Cross  
(n=422)

★★

13%

21%

66%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



Never/Sometimes

Usually

Always

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## Getting Care without Long Waits

Q21. "In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?"

Washington average - 7  
Healthy Options plans (n=1962)

16%

29%

54%

Aetna US Healthcare  
of Washington (n=185)

★★

21%

32%

47%

Columbia United Providers  
(n=189)

★★

22%

24%

52%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=224)

★

24%

36%

40%

Group Health  
(n=340)

★★

22%

34%

44%

Molina Healthcare of  
Washington, Inc. (n=434)

★★★

7%

27%

65%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=185)

★★★

9%

28%

63%

Premiera Blue Cross  
(n=405)

★★

17%

27%

56%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



Never/Sometimes

Usually

Always

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# Children with Special Health Care Needs

## Core CAHPS Questions

### Question 24

## Getting Care without Long Waits

Q24. "In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?"

Washington average - 7  
Healthy Options plans (n=1394)

13%

19%

68%

Aetna US Healthcare  
of Washington (n=135)

★★

17%

25%

58%

Columbia United Providers  
(n=148)

★★

16%

18%

66%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=153)

★★

17%

23%

61%

Group Health  
(n=245)

★★

11%

21%

68%

Molina Healthcare of  
Washington, Inc. (n=311)

★★

14%

15%

70%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=122)

★★

11%

18%

70%

Premiera Blue Cross  
(n=280)

★★

9%

17%

74%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



Never/Sometimes

Usually

Always

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# Children with Special Health Care Needs

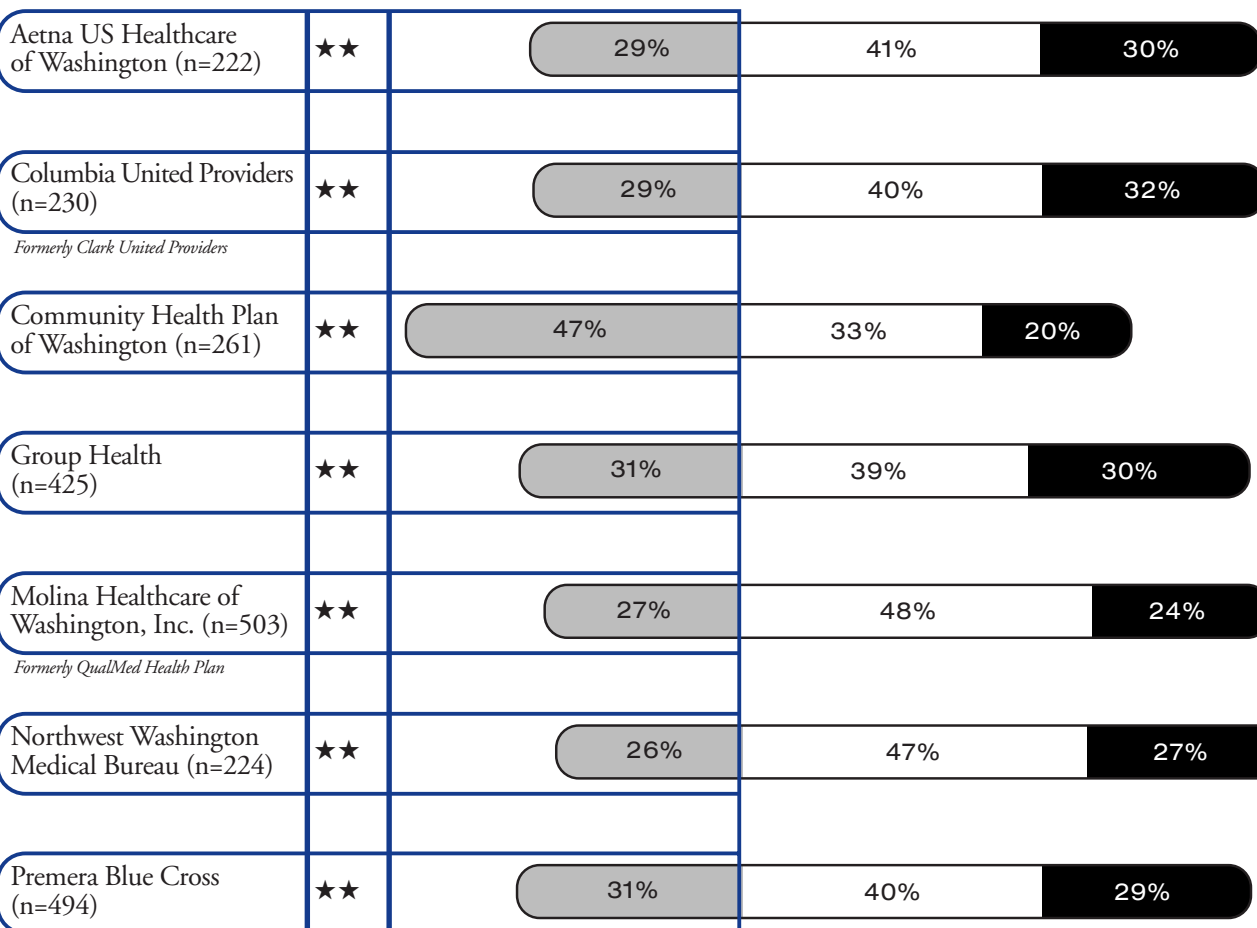
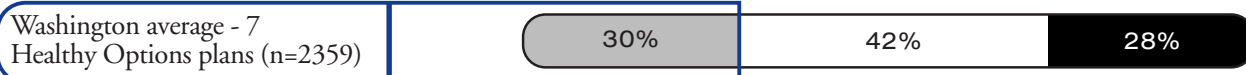
## Core CAHPS Questions

### Question 30

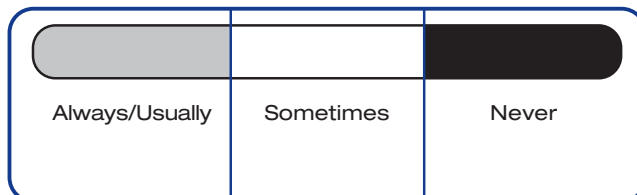
HEALTHY  
OPTIONS

## Getting Care without Long Waits

Q30. "In the last 6 months, how often did your child wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person your child went to see?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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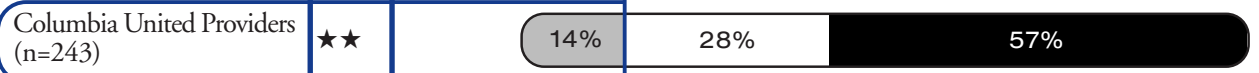
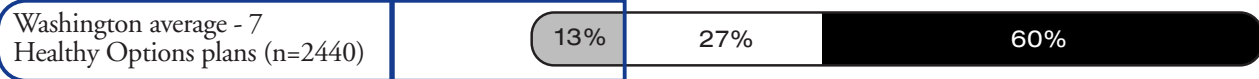
# Children with Special Health Care Needs

## Core CAHPS Questions

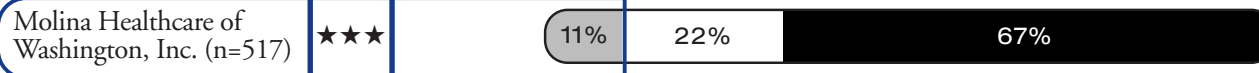
### Composite

## How Well Doctors Communicate

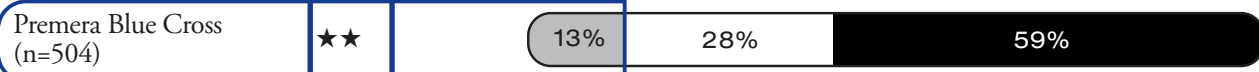
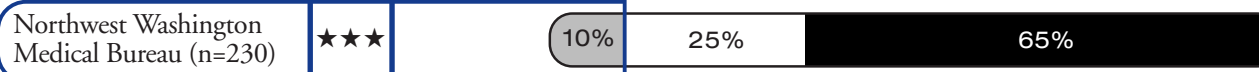
This chart summarizes the responses to survey questions 34, 36, 38, 40, and 41 contained in the composite, “How Well Doctors Communicate.” Individual question-level responses immediately follow.



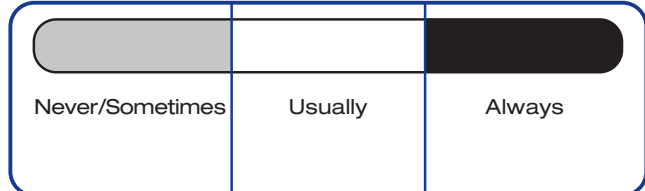
*Formerly Clark United Providers*



*Formerly QualMed Health Plan*



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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# Children with Special Health Care Needs

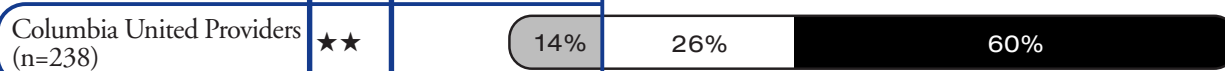
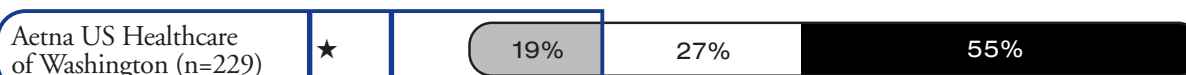
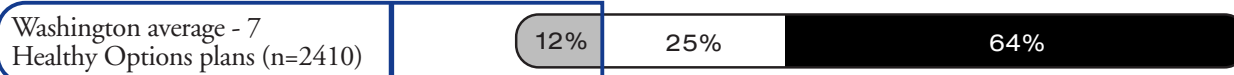
## Core CAHPS Questions

### Question 34

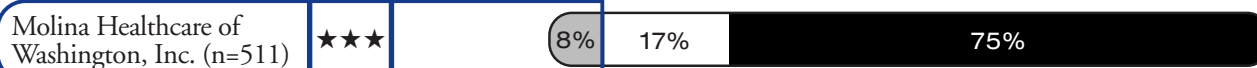
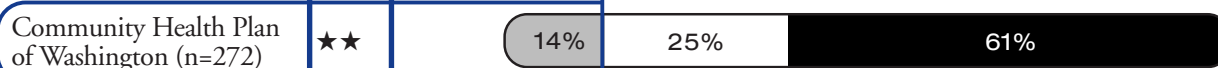
HEALTHY  
OPTIONS

## How Well Doctors Communicate

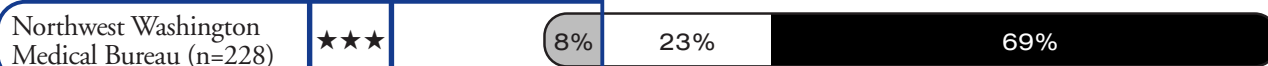
Q34. "In the last 6 months, how often did your child's doctors or other health plan providers listen carefully to you?"



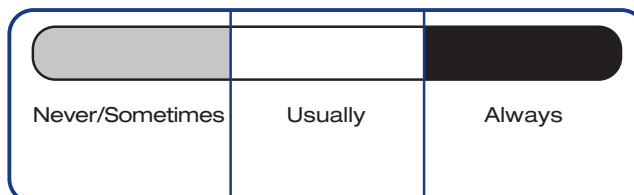
Formerly Clark United Providers



Formerly QualMed Health Plan



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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# Children with Special Health Care Needs

## Core CAHPS Questions

### Question 36

#### How Well Doctors Communicate

Q36. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"

Washington average - 7  
Healthy Options plans (n=2418)

10%

21%

69%

Aetna US Healthcare  
of Washington (n=229)

★★

12%

25%

63%

Columbia United Providers  
(n=241)

★★

11%

21%

68%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=271)

★★

9%

24%

67%

Group Health  
(n=435)

★

15%

21%

63%

Molina Healthcare of  
Washington, Inc. (n=514)

★★★

21%

75%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=228)

★★

8%

19%

73%

Premiera Blue Cross  
(n=500)

★★

11%

23%

66%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.

Never/Sometimes

Usually

Always

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# Children with Special Health Care Needs

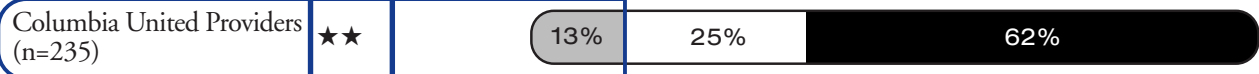
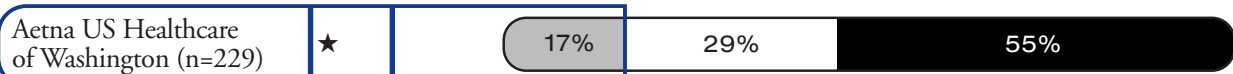
## Core CAHPS Questions

### Question 38

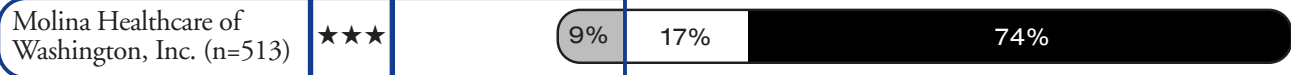
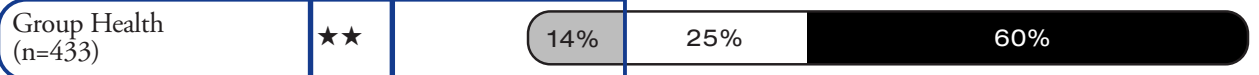
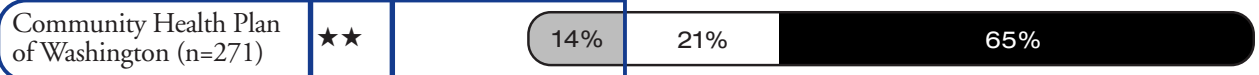
HEALTHY  
OPTIONS

## How Well Doctors Communicate

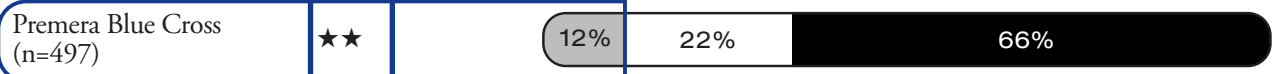
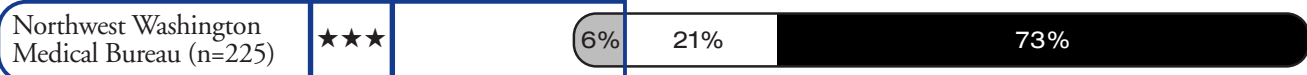
Q38. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



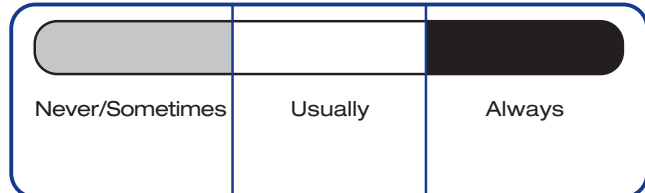
Formerly Clark United Providers



Formerly QualMed Health Plan



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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# Children with Special Health Care Needs

## Core CAHPS Questions

### Question 40

#### How Well Doctors Communicate

Q40. "In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?"

Washington average - 7  
Healthy Options plans (n=1735)

15%

33%

52%

Aetna US Healthcare  
of Washington (n=157)

★★

8%

44%

47%

Columbia United Providers  
(n=160)

★★

13%

27%

56%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=175)

★★

26%

26%

48%

Group Health  
(n=319)

★★

17%

37%

44%

Molina Healthcare of  
Washington, Inc. (n=368)

★★

15%

31%

55%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=172)

★★

15%

30%

54%

Premiera Blue Cross  
(n=384)

★★

14%

38%

48%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.

Never/Sometimes

Usually

Always

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

# Children with Special Health Care Needs

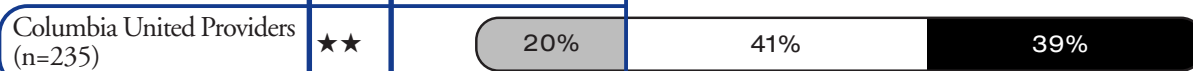
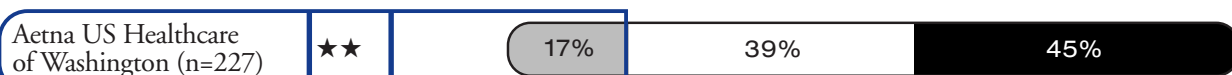
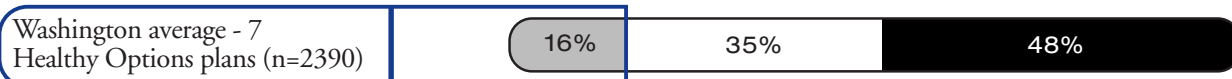
## Core CAHPS Questions

### Question 41

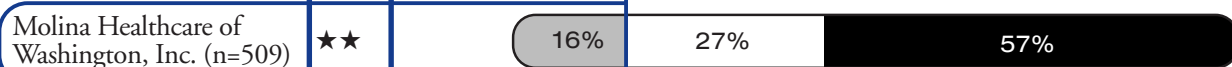
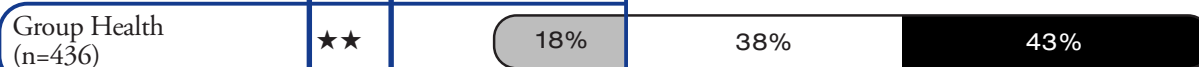
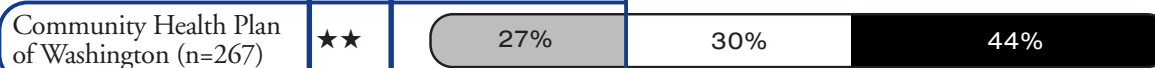
HEALTHY  
OPTIONS

## How Well Doctors Communicate

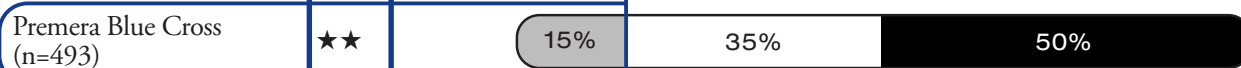
Q41. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



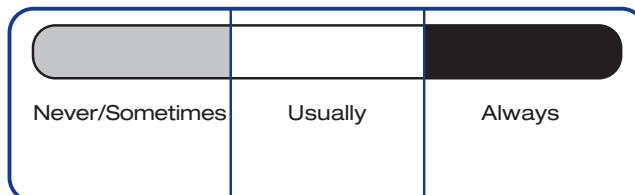
Formerly Clark United Providers



Formerly QualMed Health Plan



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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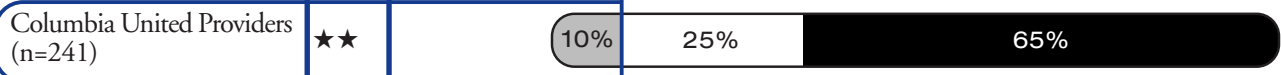
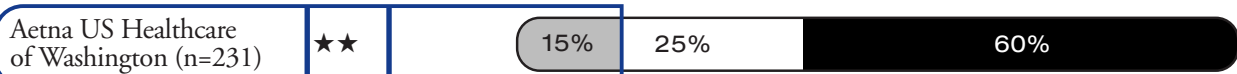
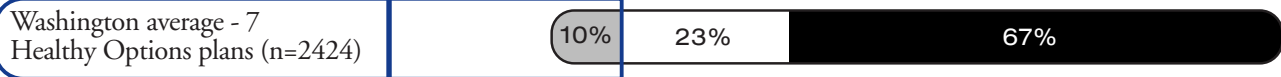
# Children with Special Health Care Needs

## Core CAHPS Questions

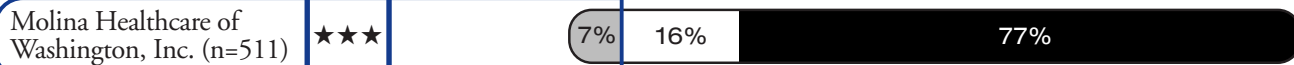
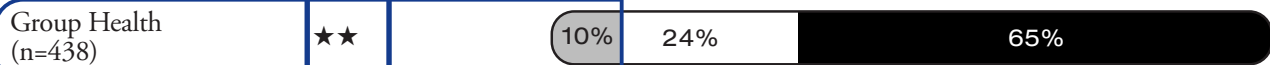
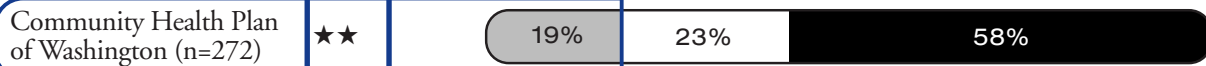
### Composite

## Courtesy, Respect, and Helpfulness of Office Staff

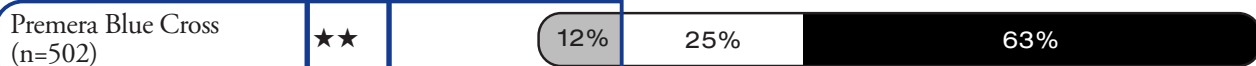
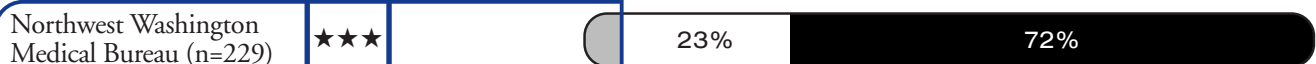
This chart summarizes the responses to survey questions 32 and 33 contained in the composite, "Courtesy, Respect, and Helpfulness of Office Staff." Individual question-level responses immediately follow.



*Formerly Clark United Providers*



*Formerly QualMed Health Plan*



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.

Never/Sometimes	Usually	Always

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# Children with Special Health Care Needs

## Core CAHPS Questions

### Question 32

HEALTHY  
OPTIONS

## Courtesy, Respect, and Helpfulness of Office Staff

Q32. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"

Washington average - 7  
Healthy Options plans (n=2418)

7% 19% 73%

Aetna US Healthcare  
of Washington (n=229)

★★

12% 20% 68%

Columbia United Providers  
(n=241)

★★

6% 23% 71%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=271)

★★

16% 19% 66%

Group Health  
(n=437)

★★

7% 20% 72%

Molina Healthcare of  
Washington, Inc. (n=509)

★★★

6% 15% 80%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=229)

★★★

17% 79%

Premiera Blue Cross  
(n=502)

★★

9% 23% 69%

★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.

Never/Sometimes	Usually	Always

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**Children with Special Health Care Needs****Core CAHPS Questions****Question 33****Courtesy, Respect, and Helpfulness of Office Staff**

Q33. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"

Washington average - 7  
Healthy Options plans (n=2413)

12%

26%

62%

Aetna US Healthcare  
of Washington (n=229)

★

18%

29%

53%

Columbia United Providers  
(n=238)

★★

14%

26%

59%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=269)

★★

22%

27%

51%

Group Health  
(n=436)

★★

13%

28%

58%

Molina Healthcare of  
Washington, Inc. (n=511)

★★★

8%

17%

75%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=229)

★★★

28%

66%

Premiera Blue Cross  
(n=501)

★★

15%

28%

58%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.

Never/Sometimes

Usually

Always

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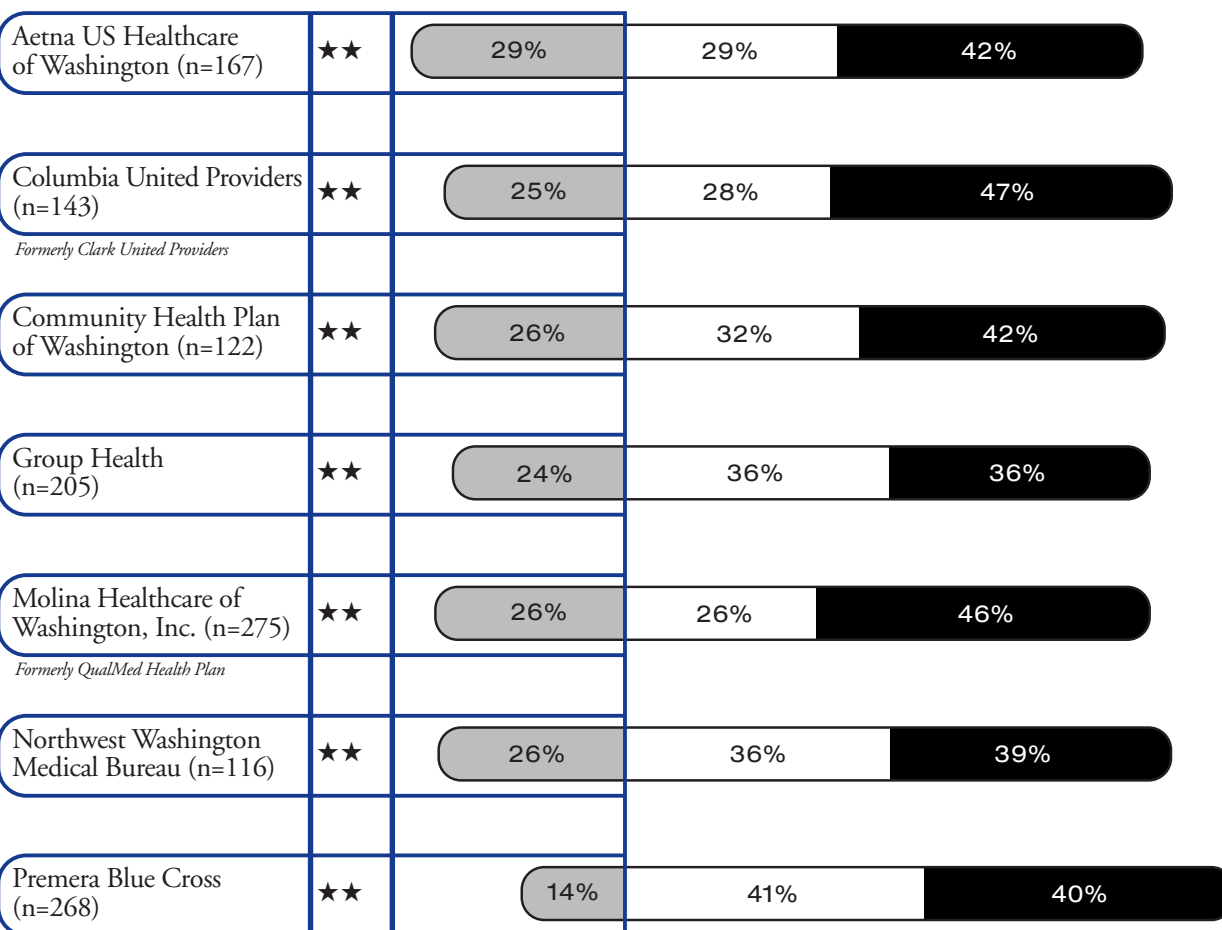
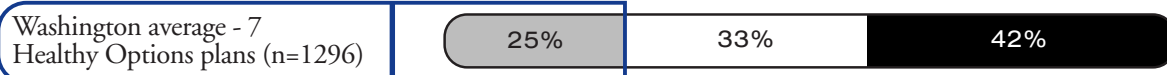


# Children with Special Health Care Needs

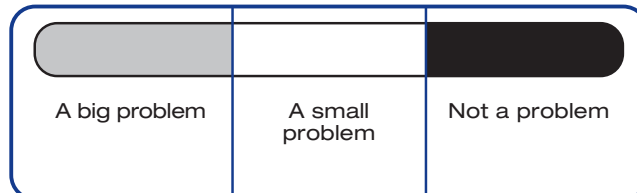
## Core CAHPS Questions Composite

### Health Plan Customer Service and Paperwork

This chart summarizes the responses to survey questions 66, 68, and 74 contained in the composite, "Health Plan Customer Service and Paperwork." Individual question-level responses immediately follow.



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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# Children with Special Health Care Needs

## Core CAHPS Questions

### Question 66

## Health Plan Customer Service and Paperwork

Q66. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"

Washington average - 7  
Healthy Options plans (n=630)

19%

32%

50%

Aetna US Healthcare  
of Washington (n=86)

★★

21%

28%

51%

Columbia United Providers  
(n=66)

*Formerly Clark United Providers*

Scores with fewer than 85 responses are not displayed.

Community Health Plan  
of Washington (n=70)

Scores with fewer than 85 responses are not displayed.

Group Health  
(n=102)

★★

19%

39%

36%

Molina Healthcare of  
Washington, Inc. (n=126)

*Formerly QualMed Health Plan*

★★

18%

22%

57%

Northwest Washington  
Medical Bureau (n=52)

Scores with fewer than 85 responses are not displayed.

Premiera Blue Cross  
(n=128)

★★

16%

27%

49%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



A big problem

A small  
problem

Not a problem

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# Children with Special Health Care Needs

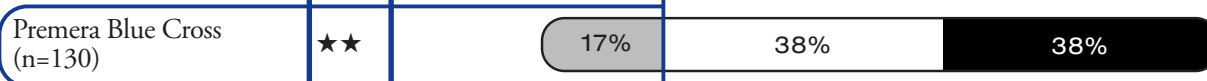
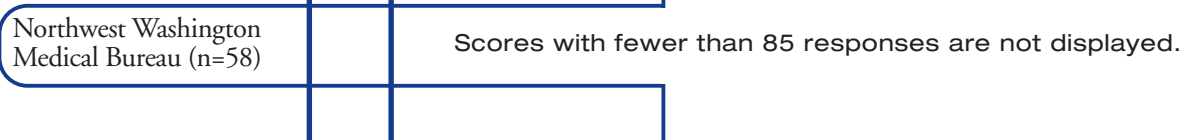
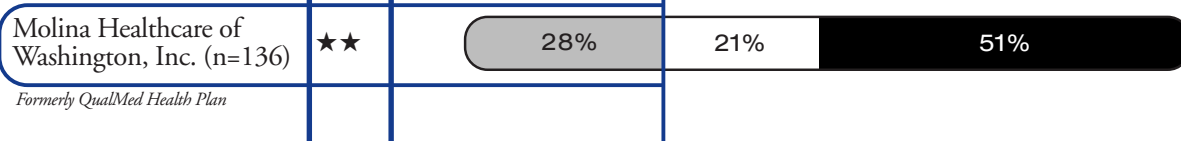
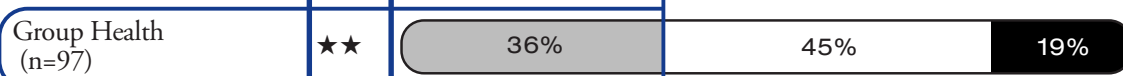
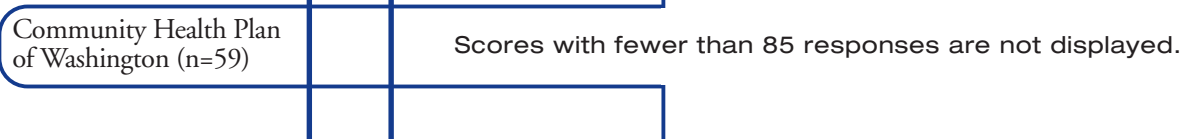
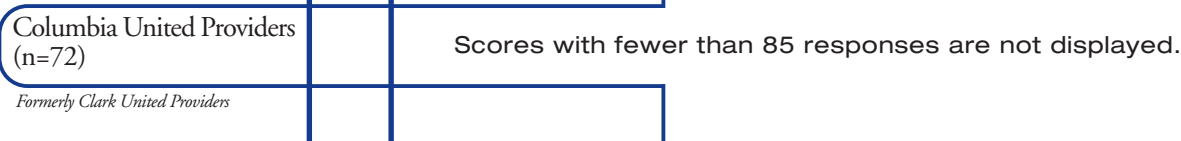
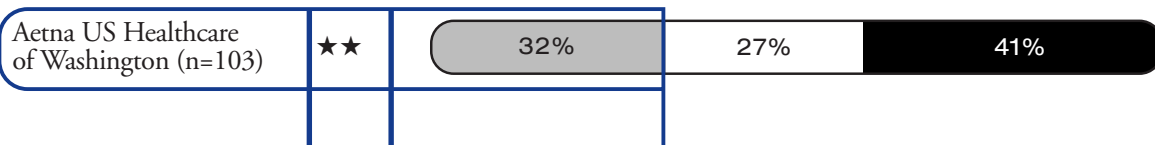
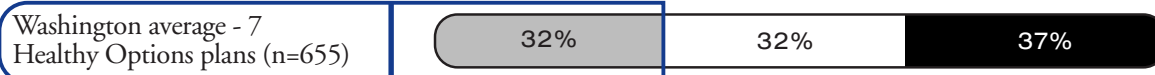
## Core CAHPS Questions

### Question 68

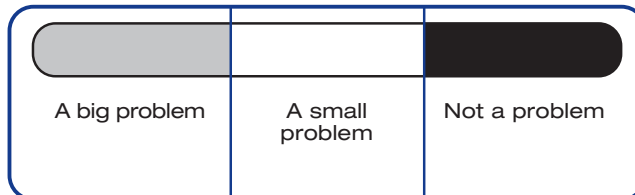
HEALTHY  
OPTIONS

## Health Plan Customer Service and Paperwork

Q68. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

**Children with Special Health Care Needs****Core CAHPS Questions****Question 74****Health Plan Customer Service and Paperwork**

Q74. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?"

Washington average - 7  
Healthy Options plans (n=734)

25%

34%

40%

Aetna US Healthcare  
of Washington (n=96)

★★

35%

31%

34%

Columbia United Providers  
(n=80)

*Formerly Clark United Providers*

Scores with fewer than 85 responses are not displayed.

Community Health Plan  
of Washington (n=62)

Scores with fewer than 85 responses are not displayed.

Group Health  
(n=107)

★★

18%

23%

53%

Molina Healthcare of  
Washington, Inc. (n=162)

★★

32%

34%

30%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=67)

Scores with fewer than 85 responses are not displayed.

Premiera Blue Cross  
(n=160)

★★

10%

57%

33%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



A big problem

A small  
problem

Not a problem

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

# Children with Special Health Care Needs

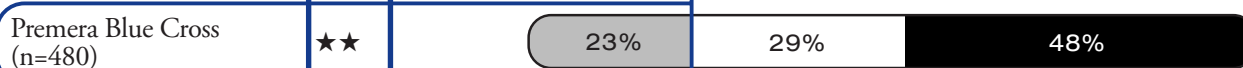
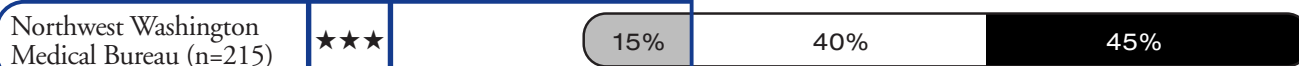
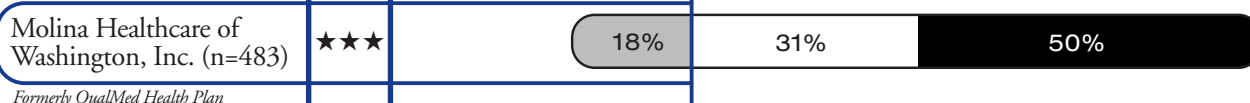
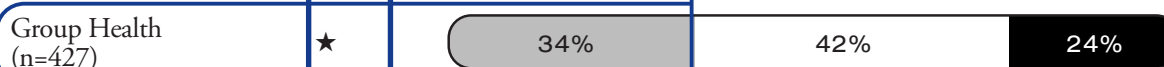
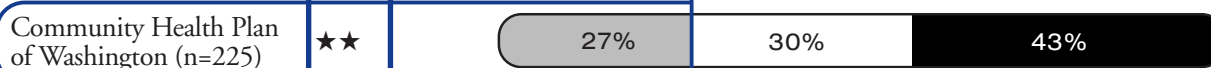
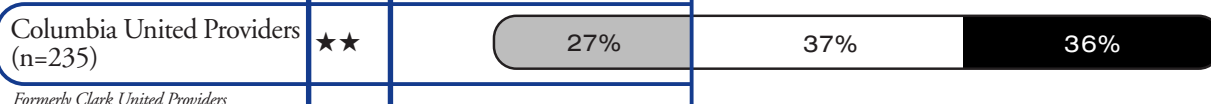
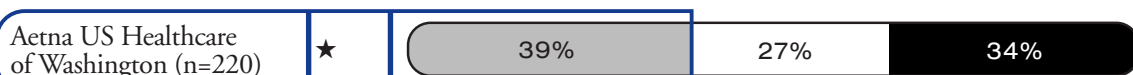
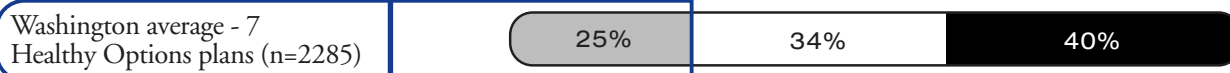
## Core CAHPS Questions

### Question 12

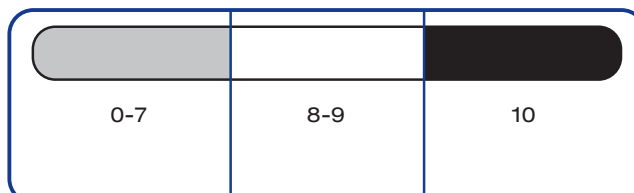
HEALTHY  
OPTIONS

## Rating Personal Doctors

Q12. "Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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# Children with Special Health Care Needs

## Core CAHPS Questions

### Question 16

#### Rating Specialists

Q16. "Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?"

Washington average - 7  
Healthy Options plans (n=1069)

24%

35%

41%

Aetna US Healthcare  
of Washington (n=101)

★★

38%

28%

35%

Columbia United Providers  
(n=96)

★★

20%

41%

39%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=113)

★★

14%

41%

45%

Group Health  
(n=197)

★★

29%

30%

41%

Molina Healthcare of  
Washington, Inc. (n=235)

★★

21%

26%

53%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=104)

★★

21%

40%

39%

Premiera Blue Cross  
(n=223)

★★

25%

40%

35%

★★★

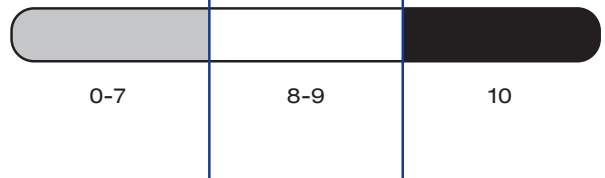
Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



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# Children with Special Health Care Needs

## Core CAHPS Questions

### Question 50

HEALTHY  
OPTIONS

## Rating Health Care

Q50. "Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?"

Washington average - 7  
Healthy Options plans (n=2380)

27%

39%

34%

Aetna US Healthcare  
of Washington (n=221)

★

38%

36%

26%

Columbia United Providers  
(n=240)

★★

29%

39%

31%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=266)

★★

23%

43%

34%

Group Health  
(n=433)

★

36%

37%

27%

Molina Healthcare of  
Washington, Inc. (n=505)

★★★

22%

28%

49%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=225)

★★★

18%

47%

35%

Premiera Blue Cross  
(n=490)

★★

28%

37%

35%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.

0-7

8-9

10

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# Children with Special Health Care Needs

## Core CAHPS Questions

### Question 75

#### Rating Health Plan

Q75. "Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your child's health plan now?"

Washington average - 7  
Healthy Options plans (n=2688)

38%

35%

27%

Aetna US Healthcare  
of Washington (n=256)

★

55%

24%

21%

Columbia United Providers  
(n=278)

★★

39%

40%

22%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=319)

★★

37%

26%

38%

Group Health  
(n=492)

★★

41%

36%

23%

Molina Healthcare of  
Washington, Inc. (n=539)

★★

35%

35%

30%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=257)

★★★

29%

40%

31%

Premiera Blue Cross  
(n=547)

★★

40%

36%

24%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.

0-7

8-9

10

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

# Children with Special Health Care Needs

## Additional Questions

### Question 77

HEALTHY  
OPTIONS

## Getting Prescription Medicines

Q77. "In the last 6 months, how much of a problem, if any, was it to get your child's prescription medicine?" This chart summarizes the responses to question 77, the only question in "Getting Prescription Medicines."

Washington average - 7  
Healthy Options plans (n=2167)

7% 16% 77%

Aetna US Healthcare  
of Washington (n=198)

★★

13% 19% 69%

Columbia United Providers  
(n=220)

★★

18% 77%

Formerly Clark United Providers

Community Health Plan  
of Washington (n=218)

★★

12% 12% 76%

Group Health  
(n=413)

★★

14% 81%

Molina Healthcare of  
Washington, Inc. (n=477)

★

10% 22% 67%

Formerly QualMed Health Plan

Northwest Washington  
Medical Bureau (n=198)

★★★

11% 84%

Premiera Blue Cross  
(n=443)

★★

17% 79%

★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.

A big problem	A small problem	Not a problem

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

# Children with Special Health Care Needs

## Additional Questions

### Composite

### Getting Specialized Services

This chart summarizes the responses to survey questions 54, 57, and 60 contained in the composite, “Getting Specialized Services.” Individual question-level responses immediately follow.

WA State Healthy Options Child Responses (n=1361)

14%

21%

65%

Aetna US Healthcare of Washington (n=126)

★

19%

30%

48%

Columbia United Providers (n=148)

★★

17%

23%

58%

*Formerly Clark United Providers*

Community Health Plan of Washington (n=163)

★★

10%

21%

64%

Group Health (n=248)

★★

19%

12%

66%

Molina Healthcare of Washington, Inc. (n=269)

★★

19%

18%

61%

*Formerly QualMed Health Plan*

Northwest Washington Medical Bureau (n=123)

★★★

7%

19%

74%

Premiera Blue Cross (n=284)

★★★

11%

20%

70%

★★★

Statistically better than Washington average of 7 Healthy Options plans.

★★

Not statistically different than Washington average of 7 Healthy Options plans.

★

Statistically worse than Washington average of 7 Healthy Options plans.



A big problem

A small problem

Not a problem

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# Children with Special Health Care Needs

## Additional Questions

### Question 54

HEALTHY  
OPTIONS

## Getting Specialized Services

Q54. "In the last 6 months, how much of a problem, if any, was it to get the special medical equipment your child needed?"

Washington average - 7  
Healthy Options plans (n=334)

10%

19%

71%

Aetna US Healthcare  
of Washington (n=33)

Scores with fewer than 85 responses are not displayed.

Columbia United Providers  
(n=30)

Scores with fewer than 85 responses are not displayed.

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=54)

Scores with fewer than 85 responses are not displayed.

Group Health  
(n=55)

Scores with fewer than 85 responses are not displayed.

Molina Healthcare of  
Washington, Inc. (n=78)

Scores with fewer than 85 responses are not displayed.

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=20)

Scores with fewer than 85 responses are not displayed.

Premiera Blue Cross  
(n=64)

Scores with fewer than 85 responses are not displayed.

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



A big problem

A small  
problem

Not a problem

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# Children with Special Health Care Needs

## Additional Questions

### Question 57

#### Getting Specialized Services

Q57. "In the last 6 months, how much of a problem, if any, was it to get the special therapy your child needed?"

Washington average - 7  
Healthy Options plans (n=530)

18%

23%

59%

Aetna US Healthcare  
of Washington (n=53)

Scores with fewer than 85 responses are not displayed.

Columbia United Providers  
(n=55)

Scores with fewer than 85 responses are not displayed.

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=75)

Scores with fewer than 85 responses are not displayed.

Group Health  
(n=96)

★★

30%

17%

48%

Molina Healthcare of  
Washington, Inc. (n=102)

★★

20%

15%

65%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=39)

Scores with fewer than 85 responses are not displayed.

Premiera Blue Cross  
(n=110)

★★

37%

57%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.



A big problem

A small  
problem

Not a problem

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

# Children with Special Health Care Needs

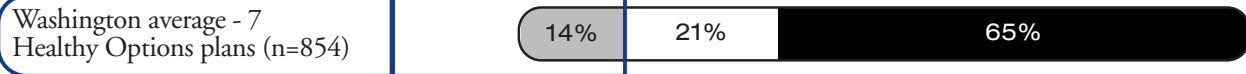
## Additional Questions

### Question 60

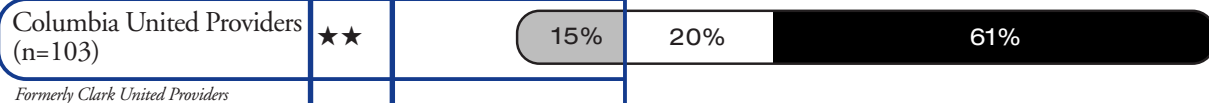
HEALTHY  
OPTIONS

## Getting Specialized Services

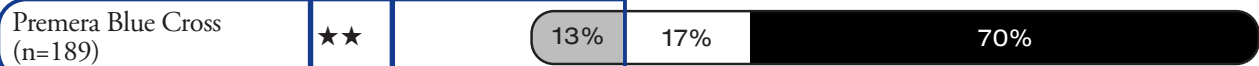
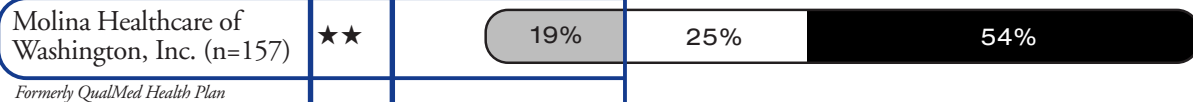
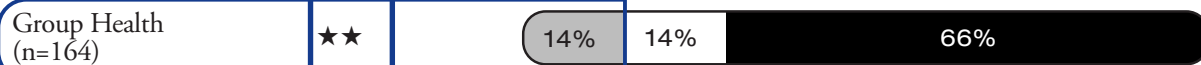
Q60. "In the last 6 months, how much of a problem, if any, was it for you to get this treatment or counseling for your child?"



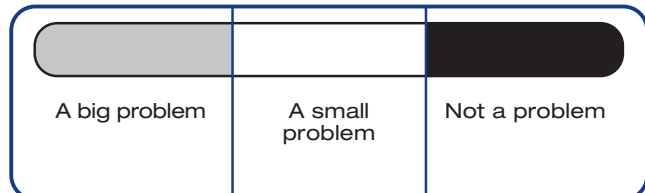
Aetna US Healthcare of Washington (n=71)		Scores with fewer than 85 responses are not displayed.	
---	--	--	--



Community Health Plan of Washington (n=82)		Scores with fewer than 85 responses are not displayed.	
---	--	--	--



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

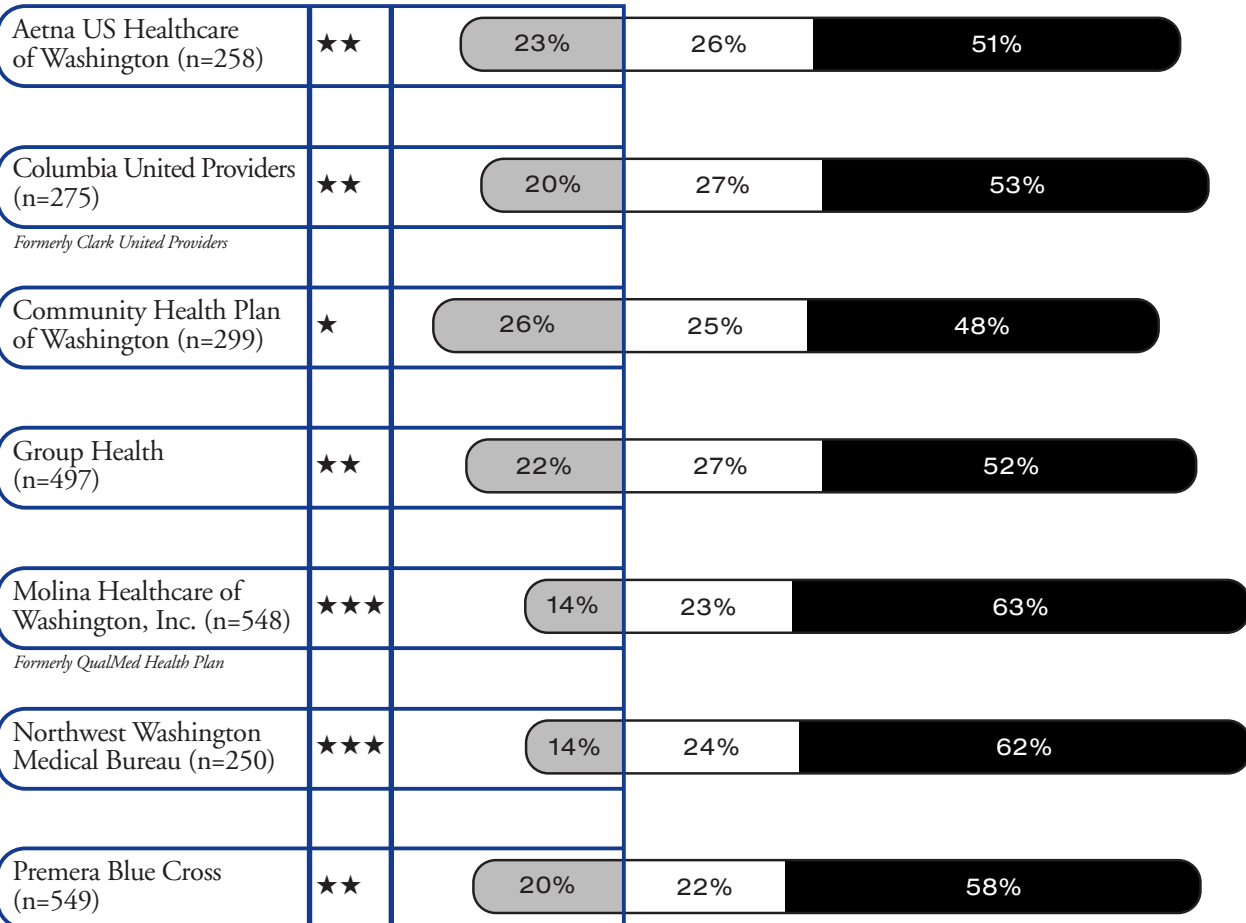
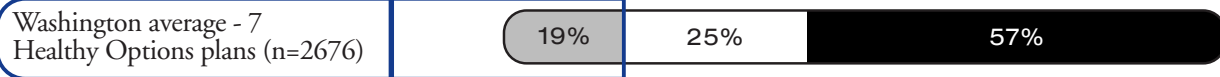
# Children with Special Health Care Needs

## Additional Questions

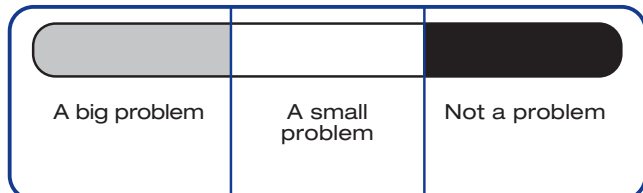
### Composite

### Getting Family Support

This chart summarizes the responses to survey questions 10, 11, 37, 43, and 46 contained in the composite, "Getting Family Support." Individual question-level responses immediately follow.



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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# Children with Special Health Care Needs

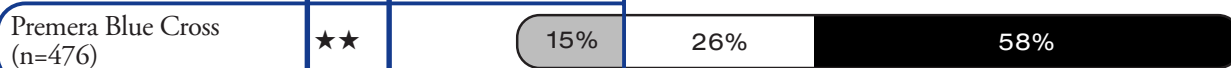
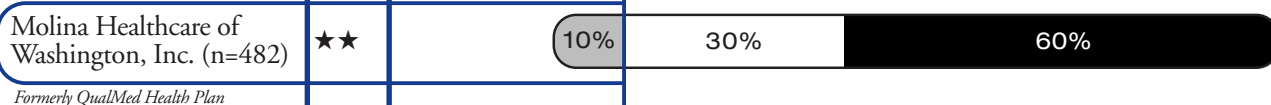
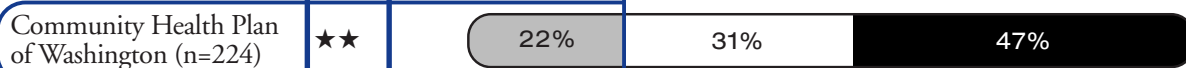
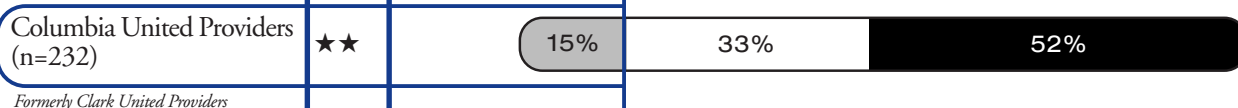
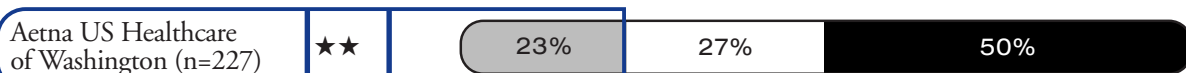
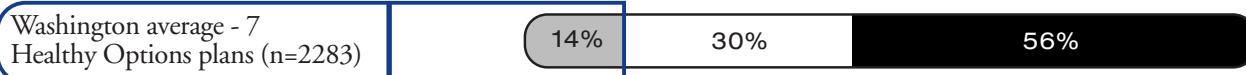
## Additional Questions

### Question 10

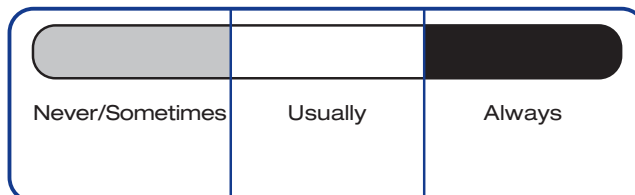
HEALTHY  
OPTIONS

## Getting Family Support

Q10. "Does your child's personal doctor or nurse understand how any medical or health conditions your child has affect his or her day-to-day life?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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# Children with Special Health Care Needs

## Additional Questions

### Question 11

#### Getting Family Support

Q11. "In the last 6 months, how often did your child's personal doctor or nurse talk with you about how your child is feeling, growing, or behaving?"

Washington average - 7  
Healthy Options plans (n=2298)

35%

23%

42%

Aetna US Healthcare  
of Washington (n=224)

★★

41%

21%

38%

Columbia United Providers  
(n=236)

★★

37%

20%

43%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=227)

★★

43%

27%

30%

Group Health  
(n=428)

★★

45%

18%

36%

Molina Healthcare of  
Washington, Inc. (n=485)

★★

29%

27%

45%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=216)

★★★

28%

27%

45%

Premiera Blue Cross  
(n=482)

★★

33%

18%

49%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.

Never/Sometimes

Usually

Always

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# Children with Special Health Care Needs

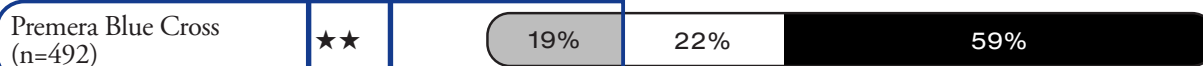
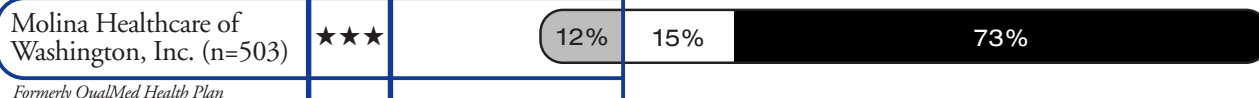
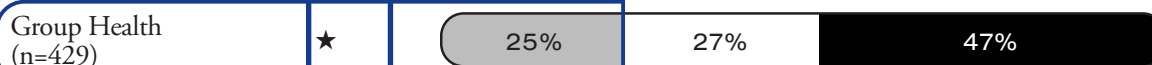
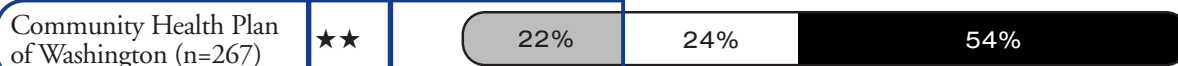
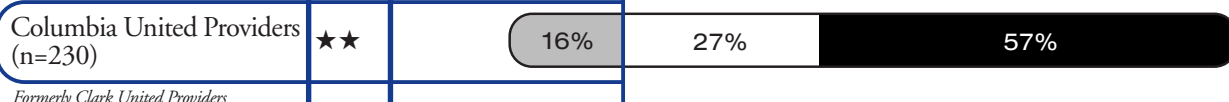
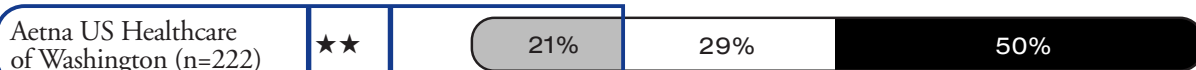
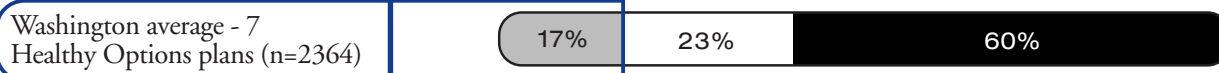
## Additional Questions

### Question 37

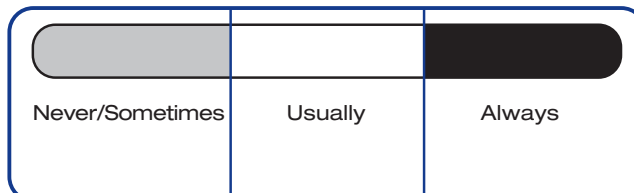
HEALTHY  
OPTIONS

## Getting Family Support

Q37. "In the last 6 months, how often did your child's doctors or other health providers give you support about the care you are providing for your child?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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# Children with Special Health Care Needs

## Additional Questions

### Question 43

#### Getting Family Support

Q43. "In the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted in these decisions?"

Washington average - 7  
Healthy Options plans (n=1578)

9%

19%

72%

Aetna US Healthcare  
of Washington (n=147)

★★

9%

21%

70%

Columbia United Providers  
(n=153)

★★

10%

22%

68%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=159)

★

22%

18%

52%

Group Health  
(n=285)

★★

9%

21%

70%

Molina Healthcare of  
Washington, Inc. (n=330)

★★★

16%

79%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=159)

★★★

7%

19%

74%

Premiera Blue Cross  
(n=345)

★★

13%

15%

72%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.

Never/Sometimes

Usually

Always

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# Children with Special Health Care Needs

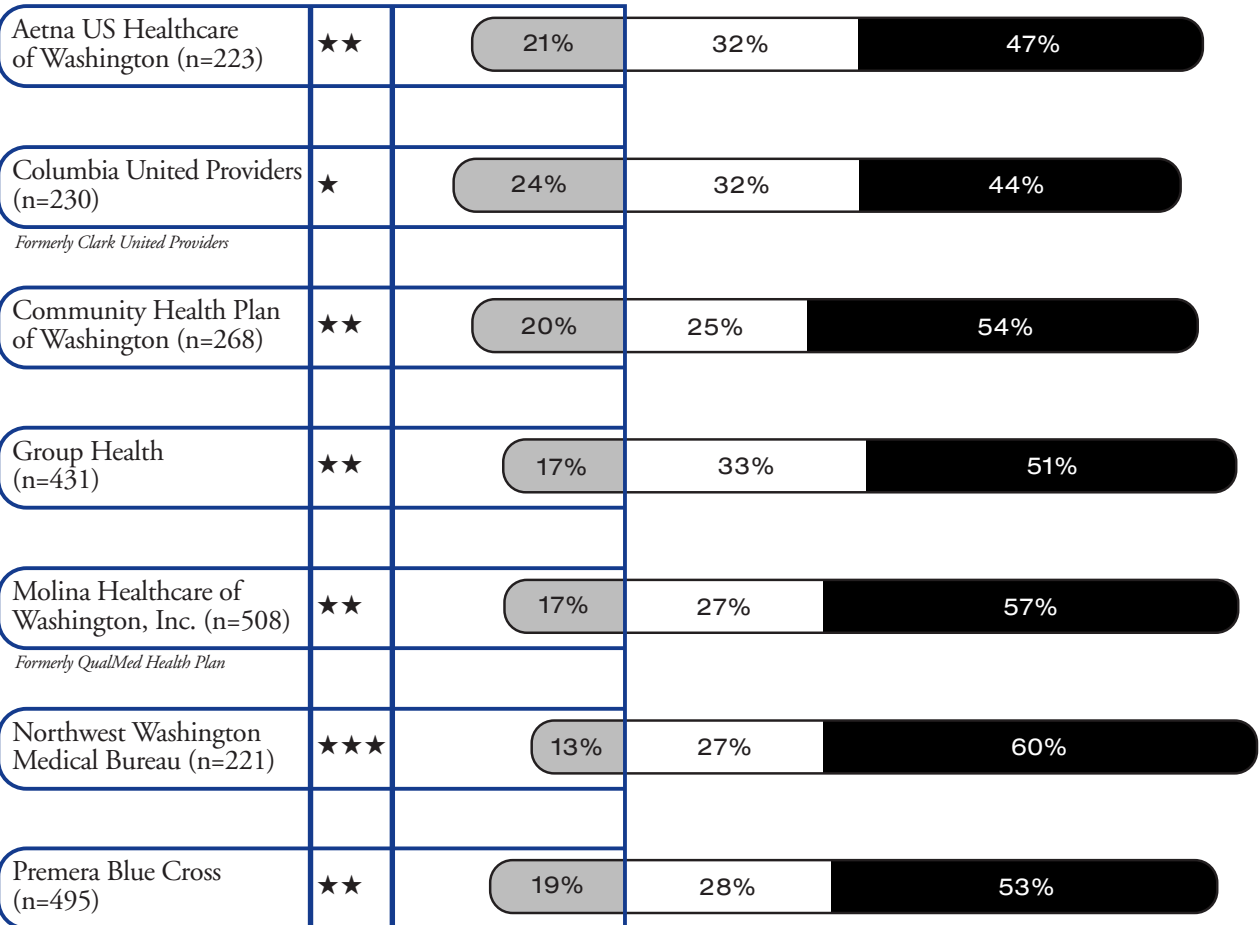
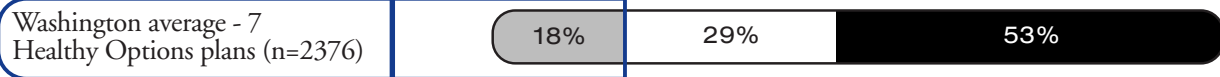
## Additional Questions

### Question 46

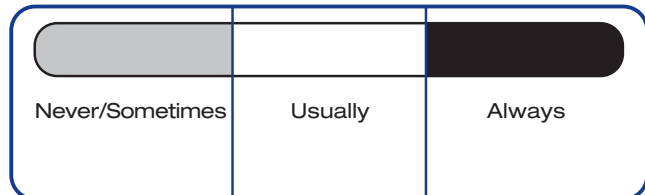
HEALTHY  
OPTIONS

## Getting Family Support

Q46. "Do you get the information you need from your child's doctors and other health providers about your child's medical or health conditions?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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# Children with Special Health Care Needs

## Additional Questions

### Question 63

#### Coordination of Care

Q63. "Does anyone from your child's health plan, doctor's office, or clinic, help you to coordinate your child's care among these different providers and services?"

This chart summarizes the responses to question 63, the only question in "Coordination of Care."

Washington average - 7  
Healthy Options plans (n=1088)

48%

19%

33%

Aetna US Healthcare  
of Washington (n=101)

★★

57%

23%

20%

Columbia United Providers  
(n=107)

★★

54%

13%

33%

*Formerly Clark United Providers*

Community Health Plan  
of Washington (n=110)

★★

29%

11%

59%

Group Health  
(n=192)

★★

51%

17%

32%

Molina Healthcare of  
Washington, Inc. (n=227)

★★

40%

15%

44%

*Formerly QualMed Health Plan*

Northwest Washington  
Medical Bureau (n=107)

★★

42%

18%

40%

Premiera Blue Cross  
(n=244)

★★

49%

24%

27%

★★★

Statistically better than Washington  
average of 7 Healthy Options plans.

★★

Not statistically different than  
Washington average of 7 Healthy  
Options plans.

★

Statistically worse than Washington  
average of 7 Healthy Options plans.

Never/Sometimes

Usually

Always

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# ***Fee-for-Service (SSI)***

**FFS**  
SSI

Children with Special Health Care Needs





# Children with Special Health Care Needs

## Core CAHPS Questions

### Composite and Questions

## Getting Care that is Needed

This chart summarizes the responses to survey questions 3, 10, 24, and 25 contained in the composite, “Getting Care that is Needed.” Individual question-level responses are also below.

### Composite

Washington State FFS  
with SSI benefits (n=1445)

9%

12%

79%

Q3. “How much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?”

Q3.  
(n=410)

16%

16%

68%

Q10. “In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?”

Q10.  
(n=882)

8%

13%

79%

Q24. “In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?”

Q24.  
(n=1360)

12%

83%

Q25. “In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from Medical Assistance?”

Q25.  
(n=1349)

8%

87%

A big problem

A small  
problem

Not a problem

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# Children with Special Health Care Needs

## Core CAHPS Questions

### Composite and Questions

## Getting Care without Long Waits

This chart summarizes the responses to survey questions 15, 17, 20, and 26 contained in the composite, “Getting Care without Long Waits.” Individual question-level responses are also below.

### Composite

Washington State FFS  
with SSI benefits (n=1435)

26%

23%

51%

Q15. “In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?”

Q15.  
(n=1136)

11%

25%

65%

Q17. “In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?”

Q17.  
(n=1099)

13%

31%

57%

Q20. “In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?”

Q20.  
(n=738)

7%

19%

73%

Q26. “In the last 6 months, how often did your child wait in the doctor’s office or clinic more than 15 minutes past the appointment time to see the person your child went to see?”

Q26.  
(n=1334)

28%

46%

26%

Never/Sometimes	Usually	Always
Q26: Always/Usually	Q26: Sometimes	Q26: Never

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# Children with Special Health Care Needs

## Core CAHPS Questions

### Composite and Questions

## How Well Doctors Communicate

This chart summarizes the responses to survey questions 30, 32, 34, 36, and 37 contained in the composite, “How Well Doctors Communicate.” Individual question-level responses are also below.

### Composite

Washington State FFS  
with SSI benefits (n=1365)

11%

29%

60%

Q30. “In the last 6 months, how often did your child’s doctors or other health providers listen carefully to you?”

Q30.  
(n=1355)

8%

29%

63%

Q32. “In the last 6 months, how often did your child’s doctors or other health providers explain things in a way you could understand?”

Q32.  
(n=1358)

24%

71%

Q34. “In the last 6 months, how often did your child’s doctors or other health providers show respect for what you had to say?”

Q34.  
(n=1358)

8%

27%

65%

Q36. “In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?”

Q36.  
(n=416)

22%

29%

49%

Q37. “In the last 6 months, how often did doctors or other health providers spend enough time with your child?”

Q37.  
(n=1352)

12%

36%

52%

Never/Sometimes

Usually

Always

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# Children with Special Health Care Needs

## Core CAHPS Questions

### Composite and Questions

## Courtesy, Respect, and Helpfulness of Office Staff

This chart summarizes the responses to survey questions 28 and 29 contained in the composite, "Courtesy, Respect, and Helpfulness of Office Staff." Individual question-level responses are also below.

### Composite

Washington State FFS  
with SSI benefits (n=1363)

6% 25% 69%

Q28. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"

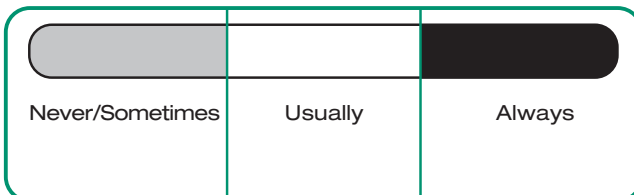
Q28.  
(n=1356)

18% 77%

Q29. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"

Q29.  
(n=1359)

9% 31% 60%



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# Children with Special Health Care Needs

## Core CAHPS Questions

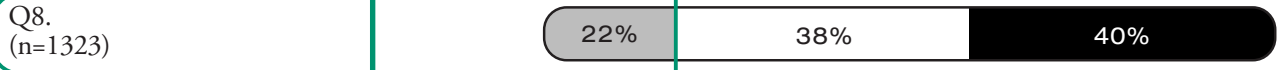
### Questions 8, 12, 46, and 66

## Rating Personal Doctors, Specialists, Health Plan, and Health Care

This chart summarizes the responses to questions 8, 12, 46, and 66 which asks clients to rate their personal doctor, specialist, health plan, and health care.

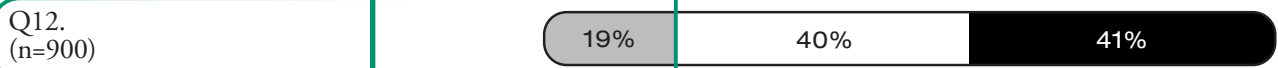
### Rating Personal Doctors

- Q8. "Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



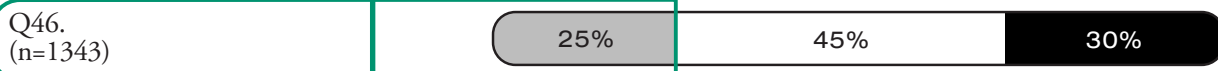
### Rating Specialists

- Q12. "Use any number from 0 to 10 where 0 is the worst specialist possible and 10 is the best specialist possible. How would you rate your child's specialist?"



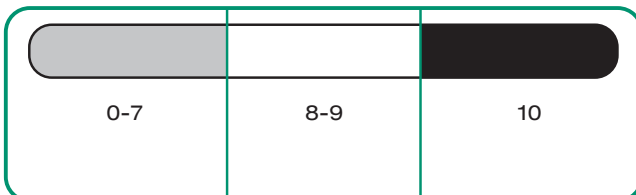
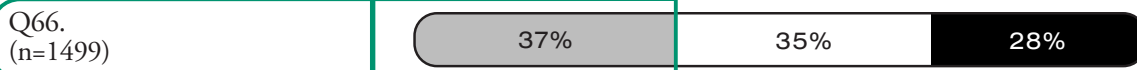
### Rating Health Care

- Q46. "Use any number from 0 to 10 where 0 is the worst health care possible and 10 is the best health care possible. How would you rate all your child's health care?"



### Rating Health Coverage

- Q66. "Use any number from 0 to 10 where 0 is the worst possible and 10 is the best possible. How would you rate your child's health coverage now?"



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# Children with Special Health Care Needs

## Additional Questions

### Question 68

## Getting Prescription Medicines

This chart summarizes the responses to survey question 68 contained in the composite, "Getting Prescription Medicines." This chart summarizes the responses to question 68, the only question in "Getting Prescription Medicines."

- Q68. "In the last 6 months, how much of a problem, if any, was it to get your child's prescription medicine at the drug store or pharmacy?"

Washington State FFS  
with SSI benefits (n=1095)

16%

79%

A big problem

A small  
problem

Not a problem

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# Children with Special Health Care Needs

## Additional Questions

### Composite and Questions

## Getting Specialized Services

This chart summarizes the responses to survey questions 50, 53, and 56 contained in the composite, “Getting Specialized Services.” Individual question-level responses are also below.

### Composite

Washington State FFS  
with SSI benefits (n=1269)

17%

23%

60%

- Q50. “In the last 6 months, how much of a problem, if any, was it to get the special medical equipment your child needed?”

Q50.  
(n=436)

25%

26%

49%

- Q53. “In the last 6 months, how much of a problem, if any, was it to get the special therapy your child needed?”

Q53.  
(n=1098)

13%

18%

68%

- Q56. “In the last 6 months, how much of a problem, if any, was it for you to get this treatment or counseling for your child?”

Q56.  
(n=510)

14%

24%

62%

A big problem

A small  
problem

Not a problem

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# Children with Special Health Care Needs

## Additional Questions

### Composite and Questions

## Getting Family Support

This chart summarizes the responses to survey questions 6, 7, 33, 39, and 42 contained in the composite, "Getting Family Support." Individual question-level responses are also below.

### Composite

Washington State FFS  
with SSI benefits (n=1516)

18%

27%

56%

- Q6. "Does your child's personal doctor or nurse understand how any medical or health conditions your child has affect his or her day-to-day life?"

Q6.  
(n=1326)

11%

33%

56%

- Q7. "In the last 6 months, how often did your child's personal doctor or nurse talk with you about how your child is feeling, growing, or behaving?"

Q7.  
(n=1305)

39%

23%

38%

- Q33. "In the last 6 months, how often did your child's doctors or other health providers give you support about the care you are providing for your child?"

Q33.  
(n=1331)

16%

26%

58%

- Q39. "In the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted in these decisions?"

Q39.  
(n=930)

18%

76%

- Q42. "Do you get the information you need from your child's doctors and other health providers about your child's medical or health conditions?"

Q42.  
(n=1342)

18%

33%

49%



NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The percentages may not add to 100% due to rounding. To guard against inappropriate interpretation, where there are fewer than 85 responses for a single survey item a bar is not displayed. Percentages less than 6% are not displayed. Stars are not presented because there is no comparison group. To account for the sampling methodology, bars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

# Children with Special Health Care Needs

## Additional Questions

### Composite Question 59

**FFS**  
SSI

## Coordination of Care

This chart summarizes the responses to question 59, the only question in “Coordination of Care.”

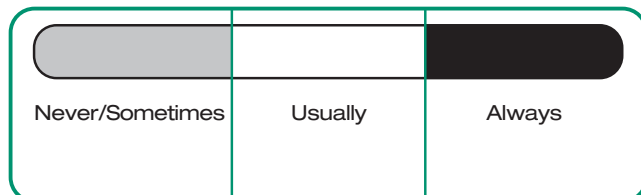
- Q59. “Does anyone from your child's doctor's office or clinic help you to coordinate your child's care among these different providers and services?”

Washington State FFS  
with SSI benefits (n=1152)

61%

17%

23%



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*Washington State*  
**Department of Social  
& Health Services**

**This report contains data provided by Washington State Department of Social and Health Services.**  
The data have been calculated, analyzed, and/or presented by PRO-West.